BELLSOUTH

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October 1, 2002

WRITTEN EX PARTE

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

Re: WC Docket No. 02-307 -Ex Parte #1

Dear Ms Dortch:

BellSouth submits the attached Monthly State Summary, or MSS, of BellSouth's OSS performance for the month of August 2002 in Tennessee and the Interim MSS for the month of August 2002 for Florida. The staff reviewing BellSouth's pending 271 applications for those states had requested that BellSouth file these MSS Reports in the record of the pending 271 proceeding. At their request, I have sent the attached MSS electronically to Pamela Megna and Christine Newcomb of the Commission's Wireline Competition Bureau.

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

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachments

cc: Christine Newcomb (w/o attachment)
Pamela Megna (w/o attachment)
Luin Fitch
Beth Keating
Janice Myles
James Davis-Smith
Sara Kyle

FLORIDA

BellSouth Monthly State Summary
Florida Interim, August 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/FL (%)	Diagnostic			14.71%	41,247				Diagnostic
A.1.1.2	O-7	Business/FL (%)	Diagnostic			24.50%	1,559				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/FL (%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/FL (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/FL (%)	Diagnostic			29.82%	9,302				Diagnostic
A.1.2.2	O-7	Business/FL (%)	Diagnostic			49.29%	1,130				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/FL (%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/FL (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/FL (%)	Diagnostic			46.08%	536				Diagnostic
A.1.3.2	O-7	Business/FL (%)	Diagnostic			54.42%	882				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL (%)	Diagnostic			34.71%	121				Diagnostic
A.1.3.4	O-7	PBX/FL (%)	Diagnostic			55.56%	18				Diagnostic
A.1.3.5	O-7	Centrex/FL (%)	Diagnostic			57.14%	7				Diagnostic
A.1.3.6	O-7	ISDN/FL (%)	Diagnostic			45.45%	11				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/FL (%)	>= 97% w in 1 hr			95.82%	6,150				NO
A.1.4.2	O-8	Business/FL (%)	>= 97% w in 1 hr			96.87%	383				NO
A.1.4.3	O-8	Design (Specials)/FL (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/FL (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/FL (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/FL (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/FL (%)	>= 85% w in 10 hrs			91.87%	2,866				YES
A.1.7.2	O-8	Business/FL (%)	>= 85% w in 10 hrs			96.83%	568				YES
A.1.7.3	O-8	Design (Specials)/FL (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/FL (%)	>= 85% w in 10 hrs								
A.1.7.5	O-8	Centrex/FL (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/FL (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/FL (%)	>= 85% w in 24 hrs			98.84%	259				YES
A.1.8.2	O-8	Business/FL (%)	>= 85% w in 24 hrs			98.57%	489				YES
A.1.8.3	O-8	Design (Specials)/FL (%)	>= 85% w in 24 hrs			93.02%	43				YES
A.1.8.4	O-8	PBX/FL (%)	>= 85% w in 24 hrs			80.00%	10				NO
A.1.8.5	O-8	Centrex/FL (%)	>= 85% w in 24 hrs			83.33%	6				NO
A.1.8.6	O-8	ISDN/FL (%)	>= 85% w in 24 hrs			83.33%	6				NO
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/FL (%)	>= 95% w in 3 hrs			98.45%	35,246				YES
A.1.9.2	O-9	Business/FL (%)	>= 95% w in 3 hrs			99.15%	1,183				YES
A.1.9.3	O-9	Design (Specials)/FL (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/FL (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/FL (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/FL (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/FL (%)	>= 85% w in 10 hrs			87.32%	7,501				YES
A.1.12.2	O-9	Business/FL (%)	>= 85% w in 10 hrs			89.90%	693				YES

BellSouth Monthly State Summary
Florida Interim, August 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.12.3	O-9	Design (Specials)/FL (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/FL (%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/FL (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/FL (%)	>= 85% w in 36 hrs			95.25%	295				YES
A.1.13.2	O-9	Business/FL (%)	>= 85% w in 36 hrs			98.96%	384				YES
A.1.13.3	O-9	Design (Specials)/FL (%)	>= 85% w in 36 hrs			93.75%	64				YES
A.1.13.4	O-9	PBX/FL (%)	>= 85% w in 36 hrs			87.50%	8				YES
A.1.13.5	O-9	Centrex/FL (%)	>= 85% w in 36 hrs			100.00%	4				YES
A.1.13.6	O-9	ISDN/FL (%)	>= 85% w in 36 hrs			100.00%	5				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/FL (%)	>= 95%			98.21%	112				YES
A.1.14.1.2	O-11	Residence/TAG/FL (%)	>= 95%			99.88%	41,135				YES
A.1.14.2.1	O-11	Business/EDI/FL (%)	>= 95%			100.00%	22				YES
A.1.14.2.2	O-11	Business/TAG/FL (%)	>= 95%			99.80%	1,537				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/FL (%)	>= 95%			100.00%	43				YES
A.1.15.1.2	O-11	Residence/TAG/FL (%)	>= 95%			99.87%	9,259				YES
A.1.15.2.1	O-11	Business/EDI/FL (%)	>= 95%			100.00%	23				YES
A.1.15.2.2	O-11	Business/TAG/FL (%)	>= 95%			99.73%	1,107				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/FL (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL (%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/FL (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/FL (%)	>= 95%			95.71%	536				YES
A.1.16.2	O-11	Business/FL (%)	>= 95%			96.26%	882				YES
A.1.16.3	O-11	Design (Specials)/FL (%)	>= 95%			85.95%	121				NO
A.1.16.4	O-11	PBX/FL (%)	>= 95%			100.00%	18				YES
A.1.16.5	O-11	Centrex/FL (%)	>= 95%			100.00%	7				YES
A.1.16.6	O-11	ISDN/FL (%)	>= 95%			90.91%	11				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/FL (%)	>= 95%			99.09%	110				YES
A.1.17.1.2	O-11	Residence/TAG/FL (%)	>= 95%			99.81%	41,087				YES
A.1.17.2.1	O-11	Business/EDI/FL (%)	>= 95%			100.00%	22				YES
A.1.17.2.2	O-11	Business/TAG/FL (%)	>= 95%			99.48%	1,534				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/FL (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/FL (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/FL (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL (%)	>= 95%								

BellSouth Monthly State Summary
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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/FL (%)	>= 95%			93.02%	43				NO
A.1.18.1.2	O-11	Residence/TAG/FL (%)	>= 95%			92.54%	9,247				NO
A.1.18.2.1	O-11	Business/EDI/FL (%)	>= 95%			95.65%	23				YES
A.1.18.2.2	O-11	Business/TAG/FL (%)	>= 95%			90.94%	1,104				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/FL (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL (%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/FL (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/FL (%)	>= 95%			92.40%	513				NO
A.1.19.2	O-11	Business/FL (%)	>= 95%			95.29%	849				YES
A.1.19.3	O-11	Design (Specials)/FL (%)	>= 95%			92.31%	104				NO
A.1.19.4	O-11	PBX/FL (%)	>= 95%			100.00%	18				YES
A.1.19.5	O-11	Centrex/FL (%)	>= 95%			100.00%	7				YES
A.1.19.6	O-11	ISDN/FL (%)	>= 95%			100.00%	10				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL (days)	Res	4.39	42,430	4.13	1,432	4.023	0.10808	2.4024	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	Res	0.81	637,540	0.77	32,076	1.127	0.00645	5.7615	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	Res	4.64	104	4.00	4	3.246	1.65382	0.3857	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL (days)	Bus	4.92	17,147	4.49	446	7.928	0.38027	1.1250	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	Bus	1.25	80,179	0.84	1,542	2.123	0.05459	7.4174	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	Bus	14.71	214	3.33	3	22.121	12.86093	0.8847	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus	1.00	22	7.00	1	1.392	1.42286	-4.2169	NO
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design	26.81	2,235	10.74	19	27.092	6.24178	2.5755	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design	7.29	803	4.56	9	8.857	2.96874	0.9218	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design	19.89	115			13.865			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design	7.00	6			7.694			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL (days)	PBX	12.73	67	0.67	2	15.386	11.04100	1.0923	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX	1.90	170	1.05	7	3.773	1.45527	0.5830	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL (days)	PBX	12.42	12			11.421			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX	5.89	58	4.50	2	20.118	14.46856	0.0961	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	Centrex	6.51	738			13.542			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex	5.83	1,390	2.00	2	11.060	7.82631	0.4891	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex	11.32	45			12.010			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex	2.30	158			4.132			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	ISDN	5.68	1,708			10.883			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN	2.86	1,155			5.212			
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN	27.02	146	36.00	1	17.192	17.25080	-0.5204	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN	23.91	86			30.982			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL (days)	Res	8.49	360	8.33	6	8.811	3.62676	0.0421	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL (days)	Res	5.44	71	2.00	1	6.212	6.25587	0.5493	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL (days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL (days)	Bus	6.97	96	11.00	2	6.041	4.31590	-0.9340	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL (days)	Bus	13.12	26	0.00	0	15.061			YES

BellSouth Monthly State Summary
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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL (days)	Design	13.63	8	0.00	0	12.580			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL (days)	Design	15.33	9	0.00	0	13.058			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL (days)	Design	4.00	1			0.000			
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL (days)	Centrex	11.20	10	0.00	0	3.824			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL (days)	ISDN	4.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL (days)	ISDN	2.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL (days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/FL (%)	Res	0.60%	729,660	0.31%	35,327		0.00042	6.8676	YES
A.2.4.2	P-2	Business/FL (%)	Bus	1.53%	99,673	1.32%	1,898		0.00285	0.7582	YES
A.2.4.3	P-2	Design (Specials)/FL (%)	Design	17.51%	3,130	0.00%	2		0.26881	0.6513	YES
A.2.4.4	P-2	PBX/FL (%)	PBX	4.94%	344	0.00%	5		0.09763	0.5062	YES
A.2.4.5	P-2	Centrex/FL (%)	Centrex	4.61%	2,449						
A.2.4.6	P-2	ISDN/FL (%)	ISDN	5.33%	3,266						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/FL (%)	Diagnostic			0.77%	905				Diagnostic
A.2.5.2	P-2	Business/FL (%)	Diagnostic			1.27%	474				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL (%)	Diagnostic			9.09%	55				Diagnostic
A.2.5.4	P-2	PBX/FL (%)	Diagnostic			0.00%	9				Diagnostic
A.2.5.5	P-2	Centrex/FL (%)	Diagnostic			0.00%	9				Diagnostic
A.2.5.6	P-2	ISDN/FL (%)	Diagnostic			0.00%	12				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/FL (hours)	>= 48 hrs			118.77	69				YES
A.2.7.2	P-2	Business/FL (hours)	>= 48 hrs			117.12	21				YES
A.2.7.3	P-2	Design (Specials)/FL (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/FL (hours)	Diagnostic			102.05	5				Diagnostic
A.2.8.2	P-2	Business/FL (hours)	Diagnostic			115.34	6				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL (hours)	Diagnostic			270.86	5				Diagnostic
A.2.8.4	P-2	PBX/FL (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/FL (hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/FL (%)	95% >= 48 hrs			94.20%	69				NO

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A.2.9.2	P-2	Business/FL (%)	95% >= 48 hrs			95.24%	21				YES
A.2.9.3	P-2	Design (Specials)/FL (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL (%)	95% >= 48 hrs								
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/FL (%)	Diagnostic			80.00%	5				Diagnostic
A.2.10.2	P-2	Business/FL (%)	Diagnostic			100.00%	6				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL (%)	Diagnostic			100.00%	5				Diagnostic
A.2.10.4	P-2	PBX/FL (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/FL (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/FL (%)	Diagnostic								Diagnostic
	% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL (%)	Res	6.33%	51,347	3.79%	1,687		0.00602	4.2062	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	0.02%	678,553	0.09%	34,569		0.00008	-9.7337	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL (%)	Res	4.92%	122	0.00%	4		0.10988	0.4476	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL (%)	Bus	3.27%	18,247	3.08%	552		0.00769	0.2499	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	0.03%	80,759	0.39%	1,777		0.00045	-8.0465	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL (%)	Bus	3.50%	257	0.00%	9		0.06234	0.5617	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0.00%	23	0.00%	1		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	2.54%	2,320	6.25%	32		0.02802	-1.3229	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	0.35%	863	0.00%	21		0.01300	0.2674	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0.00%	138						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	7						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL (%)	PBX	6.76%	74	0.00%	2		0.17987	0.3757	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	0.00%	173	0.00%	8		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0.00%	17	0.00%	1		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	0.00%	63	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	3.02%	794						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0.07%	1,468	0.00%	7		0.00988	0.0689	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	0.00%	63						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0.00%	158	0.00%	2		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	0.96%	1,766	100.00%	3		0.05642	-17.5535	NO
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0.34%	1,161	0.00%	7		0.02221	0.1551	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN	0.63%	160	0.00%	1		0.07906	0.0791	YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN	0.00%	88	0.00%	1		0.00000		YES
	% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL (%)	Res	10.16%	46,265	9.33%	1,843		0.00718	1.1485	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	3.95%	647,646	4.08%	45,280		0.00095	-1.3913	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	Res	11.01%	109	0.00%	2		0.22335	0.4929	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL (%)	Bus	12.03%	15,024	12.35%	413		0.01623	-0.1939	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	8.83%	72,386	5.44%	2,741		0.00552	6.1419	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL (%)	Bus	20.90%	268	10.00%	10		0.13094	0.8321	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	12.50%	8	0.00%	1		0.35078	0.3563	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	7.61%	2,456	7.41%	27		0.05132	0.0403	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	2.82%	602	1.96%	51		0.02416	0.3573	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0.00%	1						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	1						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL (%)	PBX	1.92%	104						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	1.60%	187	0.00%	14		0.03481	0.4608	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0.00%	2						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	0.00%	30	0.00%	1		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	9.57%	658						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	8.72%	1,204	14.29%	14		0.07584	-0.7337	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	6.45%	62						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	10.95%	137	0.00%	3		0.18224	0.6008	YES

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A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	6.99%	687	33.33%	6		0.10453	-2.5205	NO
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0.66%	1,064	0.00%	12		0.02347	0.2803	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN	0.00%	5						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN	0.00%	93	0.00%	2		0.00000		YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Res	6.23	51,346	0.29	1,579	23.750	0.60680	9.7967	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Res	1.02	677,969	0.72	33,773	6.350	0.03541	8.5398	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Res	4.10	122	0.14	3	15.655	9.14884	0.4323	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Bus	3.97	18,131	0.40	463	19.675	0.92599	3.8504	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Bus	1.37	80,493	0.79	1,403	8.974	0.24166	2.3837	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Bus	4.31	255	0.03	3	19.387	11.25847	0.3800	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Bus	15.58	6			36.917			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Design	274.28	2,307			524.489			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Design	17.15	861	0.02	2	64.748	45.83665	0.3738	YES
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Design	94.53	132			281.487			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Design	34.22	7			60.543			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	PBX	110.48	73			242.734			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	PBX	6.21	172	4.24	4	30.407	15.37952	0.1280	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	PBX	166.22	17	0.02	1	231.184	237.88673	0.6987	YES
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	PBX	43.72	63			207.617			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Centrex	6.77	792			25.839			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Centrex	3.04	1,466			17.400			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Centrex	43.55	63			96.190			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Centrex	0.88	158			1.485			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	ISDN	43.73	1,761			168.013			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN	4.72	1,151			26.905			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN	201.09	160			378.527			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN	99.44	85			208.110			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Diagnostic			16.15	108				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			8.22	799				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Diagnostic			19.25	1				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Diagnostic			19.02	89				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			14.24	374				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Diagnostic			28.21	6				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			17.83	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Diagnostic			49.93	32				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			31.94	19				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	Diagnostic			34.13	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			23.06	5				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			30.04	2				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			29.25	7				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			19.33	2				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic			97.98	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			20.65	7				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			23.25	1				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.98	977				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.76	24,167				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.02	1				Diagnostic

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A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.56	93				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.02	566				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			2.93	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.57	164				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.25	5,548				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.36	2				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.29	47				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.36	499				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.76	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4.66	46				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.97	131				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.97	1				Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			4.49	21				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.24	135				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			7.22	3				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.28	7				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			0.71	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.34	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.85	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			17.70	1				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.96	901				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.94	16,118				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.02	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.56	93				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.07	525				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			2.93	1				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.60	148				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.25	5,125				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.36	2				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.29	47				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.36	444				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4.72	41				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.08	113				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.97	1				Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			4.51	19				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.22	122				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			7.22	3				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.86	6				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.34	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/FL (%)	Diagnostic			8.69%	1,496				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL (%)	Diagnostic			11.17%	32,391				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL (%)	Diagnostic			7.96%	465				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL (%)	Diagnostic			6.85%	1,548				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL (%)	Diagnostic			15.79%	19				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL (%)	Diagnostic			0.00%	9				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL (%)	Diagnostic			11.11%	9				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/FL (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL (%)	Diagnostic			75.00%	8				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL (%)	>= 95%			98.80%	500				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL (%)	>= 95%			99.00%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL (%)	>= 95%			93.33%	15				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL (%)	>= 95%			96.47%	170				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL (%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL (%)	>= 95%			81.25%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			85.71%	21				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			92.16%	51				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%			90.41%	73				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	9				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/FL (%)	Res	10.47%	99,577	5.50%	2,816		0.00585	8.4840	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL (%)	Res	0.77%	47,098	1.22%	823		0.00307	-1.4539	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL (%)	Bus	10.98%	18,630	11.17%	600		0.01297	-0.1463	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL (%)	Bus	2.11%	9,962	5.37%	149		0.01186	-2.7506	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	Design	2.16%	2,364	0.00%	35		0.02474	0.8720	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	Design	0.58%	2,074	0.00%	17		0.01847	0.3133	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL (%)	PBX	11.86%	354	0.00%	9		0.10915	1.0870	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL (%)	PBX	3.64%	247	0.00%	1		0.18775	0.1941	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL (%)	Centrex	15.28%	1,715	0.00%	3		0.20789	0.7349	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL (%)	Centrex	4.92%	1,057	0.00%	1		0.21638	0.2274	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL (%)	ISDN	4.45%	292	0.00%	4		0.10383	0.4288	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	ISDN	0.86%	350	0.00%	7		0.03519	0.2436	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	Res	2.41%	4,131,029	2.66%	105,782		0.00048	-5.2047	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	Res	1.14%	4,131,029	0.78%	105,782		0.00033	10.8907	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	Bus	1.62%	1,153,022	2.34%	25,605		0.00080	-9.0586	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	Bus	0.86%	1,153,022	0.58%	25,605		0.00059	4.8029	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	Design	1.94%	121,676	1.39%	2,522		0.00280	1.9795	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	Design	1.70%	121,676	0.67%	2,522		0.00263	3.9233	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	PBX	0.20%	175,917	0.24%	3,796		0.00074	-0.4873	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	PBX	0.14%	175,917	0.03%	3,796		0.00061	1.8556	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	Centrex	0.73%	234,927	0.55%	545		0.00366	0.4900	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	Centrex	0.45%	234,927	0.18%	545		0.00288	0.9262	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	ISDN	0.10%	284,580	0.12%	3,222		0.00057	-0.3795	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	ISDN	0.12%	284,580	0.22%	3,222		0.00062	-1.5172	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	Res	23.51	99,577	19.48	2,816	26.046	0.49771	8.0997	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	Res	7.69	47,098	4.48	823	14.026	0.49315	6.4990	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	Bus	15.93	18,630	13.13	600	21.979	0.91161	3.0736	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL (hours)	Bus	5.38	9,962	10.35	149	28.533	2.35490	-2.1089	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL (hours)	Design	6.67	2,364	3.85	35	42.082	7.16564	0.3945	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	Design	12.21	2,074	3.39	17	238.326	58.03895	0.1520	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL (hours)	PBX	13.28	354	10.69	9	16.138	5.44730	0.4741	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL (hours)	PBX	31.67	247	1.18	1	434.945	435.82472	0.0700	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL (hours)	Centrex	19.00	1,715	17.33	3	24.878	14.37589	0.1156	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL (hours)	Centrex	4.50	1,057	1.00	1	11.274	11.27956	0.3102	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL (hours)	ISDN	6.44	292	3.53	4	9.304	4.68375	0.6195	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL (hours)	ISDN	2.50	350	2.98	7	6.532	2.49327	-0.1943	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/FL (%)	Res	17.33%	99,577	11.15%	2,816		0.00723	8.5391	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL (%)	Res	15.57%	47,098	11.42%	823		0.01275	3.2538	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL (%)	Bus	14.23%	18,630	26.00%	600		0.01449	-8.1229	NO
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL (%)	Bus	13.21%	9,962	16.11%	149		0.02795	-1.0367	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL (%)	Design	24.20%	2,364	14.29%	35		0.07293	1.3590	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	Design	20.40%	2,074	11.76%	17		0.09813	0.8796	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL (%)	PBX	14.12%	354	22.22%	9		0.11756	-0.6889	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL (%)	PBX	6.88%	247	0.00%	1		0.25367	0.2713	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL (%)	Centrex	17.32%	1,715	0.00%	3		0.21866	0.7920	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL (%)	Centrex	15.52%	1,057	0.00%	1		0.36222	0.4283	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL (%)	ISDN	15.75%	292	0.00%	4		0.18340	0.8590	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL (%)	ISDN	11.71%	350	28.57%	7		0.12276	-1.3732	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/FL (%)	Res	24.36%	67,007	19.83%	2,184		0.00933	4.8608	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL (%)	Res	9.32%	13,999	3.61%	332		0.01614	3.5353	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.5.2.1	M&R-5	Business/Dispatch/FL (%)	Bus	14.07%	12,203	8.02%	474		0.01628	3.7187	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL (%)	Bus	4.09%	3,983	1.19%	84		0.02184	1.3285	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL (%)	Design	2.16%	2,364	0.00%	35		0.02474	0.8720	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	Design	0.58%	2,074	0.00%	17		0.01847	0.3133	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL (%)	PBX	9.76%	287	14.29%	7		0.11351	-0.3991	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL (%)	PBX	3.96%	202	0.00%	1		0.19551	0.2026	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL (%)	Centrex	19.27%	1,240	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL (%)	Centrex	3.09%	485	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL (%)	ISDN	4.45%	292	0.00%	4		0.10383	0.4288	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL (%)	ISDN	0.86%	350	0.00%	7		0.03519	0.2436	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	FL (%)	BST - State	94.48%	$503,478,651	99.64%	$8,143,252		0.00008	-639.4278	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.24	1	2.98	1,918				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/FL (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			16.23%	81,764				Diagnostic
B.1.1.4	O-7	Combo Other/FL (%)	Diagnostic			38.46%	13				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			25.42%	708				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			5.94%	219				Diagnostic
B.1.1.7	O-7	Line Sharing/FL (%)	Diagnostic			30.23%	258				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			19.67%	1,037				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			14.19%	1,008				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			62.86%	35				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			71.94%	139				Diagnostic
B.1.1.14	O-7	Other Design/FL (%)	Diagnostic			26.59%	346				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL (%)	Diagnostic			29.55%	15,960				Diagnostic
B.1.1.16	O-7	INP Standalone/FL (%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.17	O-13	LNP Standalone/FL (%)	Diagnostic			9.84%	3,618				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			31.03%	15,887				Diagnostic
B.1.2.4	O-7	Combo Other/FL (%)	Diagnostic			16.95%	59				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			13.33%	30				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			0.00%	23				Diagnostic
B.1.2.7	O-7	Line Sharing/FL (%)	Diagnostic			44.00%	75				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			24.79%	238				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			11.10%	1,693				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			31.03%	203				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			21.44%	1,138				Diagnostic
B.1.2.14	O-7	Other Design/FL (%)	Diagnostic			25.94%	347				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL (%)	Diagnostic			37.51%	7,917				Diagnostic
B.1.2.16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/FL (%)	Diagnostic			34.77%	1,504				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL (%)	Diagnostic			61.54%	39				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			38.75%	3,004				Diagnostic
B.1.3.4	O-7	Combo Other/FL (%)	Diagnostic			45.03%	191				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			25.00%	88				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			21.28%	296				Diagnostic
B.1.3.7	O-7	Line Sharing/FL (%)	Diagnostic			50.00%	28				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			42.53%	174				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			37.50%	472				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic			0.00%	6				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			0.00%	4				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			64.10%	39				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			46.94%	49				Diagnostic
B.1.3.14	O-7	Other Design/FL (%)	Diagnostic			45.64%	401				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL (%)	Diagnostic			30.34%	1,381				Diagnostic
B.1.3.16	O-7	INP Standalone/FL (%)	Diagnostic			36.36%	44				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL (%)	Diagnostic			33.48%	914				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/FL (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/FL (%)	>= 97% w in 1 hr			96.39%	13,335				NO
B.1.4.4	O-8	Combo Other/FL (%)	>= 97% w in 1 hr			80.00%	5				NO
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 97% w in 1 hr			97.78%	180				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 97% w in 1 hr			76.92%	13				NO
B.1.4.7	O-8	Line Sharing/FL (%)	>= 97% w in 1 hr			56.96%	79				NO
B.1.4.8	O-8	2W Analog Loop Design/FL (%)	>= 97% w in 1 hr			74.88%	207				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 97% w in 1 hr			64.14%	145				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 97% w in 1 hr			90.91%	22				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 97% w in 1 hr			98.00%	100				YES
B.1.4.14	O-8	Other Design/FL (%)	>= 97% w in 1 hr			54.17%	96				NO
B.1.4.15	O-8	Other Non-Design/FL (%)	>= 97% w in 1 hr			56.80%	5,049				NO
B.1.4.16	O-8	INP Standalone/FL (%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.17	O-14	LNP Standalone/FL (%)	>= 97% w in 1 hr			98.32%	357				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/FL (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 10 hrs			96.64%	5,033				YES
B.1.7.4	O-8	Combo Other/FL (%)	>= 85% w in 10 hrs			90.00%	10				YES
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 10 hrs			50.00%	4				NO
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/FL (%)	>= 85% w in 10 hrs			88.89%	36				YES
B.1.7.8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 10 hrs			88.89%	63				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 10 hrs			78.61%	201				NO
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 10 hrs			92.31%	65				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 10 hrs			88.14%	253				YES
B.1.7.14	O-8	Other Design/FL (%)	>= 85% w in 10 hrs			88.66%	97				YES
B.1.7.15	O-8	Other Non-Design/FL (%)	>= 85% w in 10 hrs			98.84%	3,022				YES
B.1.7.16	O-8	INP Standalone/FL (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/FL (%)	>= 85% w in 10 hrs			96.62%	532				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/FL (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 24 hrs			97.57%	1,195				YES
B.1.8.4	O-8	Combo Other/FL (%)	>= 85% w in 24 hrs			95.40%	87				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 24 hrs			100.00%	22				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 24 hrs			100.00%	64				YES
B.1.8.7	O-8	Line Sharing/FL (%)	>= 85% w in 24 hrs			100.00%	14				YES
B.1.8.8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 24 hrs			98.68%	76				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 24 hrs			100.00%	183				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs			100.00%	24				YES
B.1.8.14	O-8	Other Design/FL (%)	>= 85% w in 24 hrs			97.87%	188				YES
B.1.8.15	O-8	Other Non-Design/FL (%)	>= 85% w in 24 hrs			98.42%	442				YES
B.1.8.16	O-8	INP Standalone/FL (%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.17	O-14	LNP Standalone/FL (%)	>= 85% w in 24 hrs			99.03%	310				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/FL (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/FL (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/FL (%)	>= 95% w in 3 hrs			98.67%	68,436				YES
B.1.9.4	O-9	Combo Other/FL (%)	>= 95% w in 3 hrs			66.67%	3				NO
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 3 hrs			98.14%	485				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 95% w in 3 hrs			76.56%	128				NO
B.1.9.7	O-9	Line Sharing/FL (%)	>= 95% w in 3 hrs			97.98%	198				YES
B.1.9.8	O-9	2W Analog Loop Design/FL (%)	>= 95% w in 3 hrs			93.38%	831				NO
B.1.9.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 95% w in 3 hrs			99.03%	829				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 95% w in 3 hrs			66.67%	9				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95% w in 3 hrs			96.55%	29				YES
B.1.9.14	O-9	Other Design/FL (%)	>= 95% w in 3 hrs			97.27%	256				YES
B.1.9.15	O-9	Other Non-Design/FL (%)	>= 95% w in 3 hrs			96.37%	12,269				YES
B.1.9.16	O-9	INP Standalone/FL (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL (%)	>= 95% w in 3 hrs			99.38%	3,240				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/FL (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 10 hrs			91.83%	12,339				YES
B.1.12.4	O-9	Combo Other/FL (%)	>= 85% w in 10 hrs			71.43%	35				NO
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 10 hrs			81.82%	22				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 10 hrs			80.95%	21				NO
B.1.12.7	O-9	Line Sharing/FL (%)	>= 85% w in 10 hrs			96.36%	55				YES
B.1.12.8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 10 hrs			91.33%	196				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 10 hrs			95.09%	1,609				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 10 hrs			69.80%	149				NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 10 hrs			84.03%	952				NO
B.1.12.14	O-9	Other Design/FL (%)	>= 85% w in 10 hrs			91.07%	280				YES
B.1.12.15	O-9	Other Non-Design/FL (%)	>= 85% w in 10 hrs			96.47%	5,206				YES
B.1.12.16	O-9	INP Standalone/FL (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/FL (%)	>= 85% w in 10 hrs			95.23%	1,027				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs			88.24%	17				YES
B.1.13.3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs			97.41%	1,779				YES
B.1.13.4	O-9	Combo Other/FL (%)	>= 85% w in 36 hrs			99.06%	106				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 36 hrs			96.92%	65				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 36 hrs			98.67%	226				YES
B.1.13.7	O-9	Line Sharing/FL (%)	>= 85% w in 36 hrs			100.00%	15				YES
B.1.13.8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs			96.84%	95				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs			98.98%	295				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs			100.00%	14				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs			100.00%	26				YES
B.1.13.14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs			100.00%	231				YES
B.1.13.15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs			99.80%	981				YES
B.1.13.16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs			100.00%	26				YES
B.1.13.17	O-15	LNP Standalone/FL (%)	>= 85% w in 36 hrs			99.67%	600				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/FL (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/FL (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL (%)	>= 95%			99.42%	30,685				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%			99.86%	51,079				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.4.1	O-11	Combo Other/EDI/FL (%)	>= 95%			50.00%	10				NO
B.1.14.4.2	O-11	Combo Other/TAG/FL (%)	>= 95%			66.67%	3				NO
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)	>= 95%			98.90%	363				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL (%)	>= 95%			88.41%	345				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL (%)	>= 95%			90.91%	11				NO
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL (%)	>= 95%			62.02%	208				NO
B.1.14.7.1	O-11	Line Sharing/EDI/FL (%)	>= 95%			99.06%	212				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL (%)	>= 95%			97.83%	46				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%			92.66%	218				NO
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%			99.63%	819				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%			100.00%	4				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%			95.62%	1,004				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL (%)	>= 95%			87.50%	32				NO
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%			66.67%	3				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%			100.00%	6				YES
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%			92.48%	133				NO
B.1.14.14.1	O-11	Other Design/EDI/FL (%)	>= 95%			90.98%	122				NO
B.1.14.14.2	O-11	Other Design/TAG/FL (%)	>= 95%			99.11%	224				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL (%)	>= 95%			99.24%	14,280				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL (%)	>= 95%			93.81%	1,680				NO
B.1.14.16.1	O-11	INP Standalone/EDI/FL (%)	>= 95%			100.00%	1				YES
B.1.14.16.2	O-11	INP Standalone/TAG/FL (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/FL (%)	>= 95%			99.17%	3,384				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL (%)	>= 95%			96.58%	234				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/FL (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/FL (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL (%)	>= 95%			99.75%	3,994				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%			99.82%	11,893				YES
B.1.15.4.1	O-11	Combo Other/EDI/FL (%)	>= 95%			83.78%	37				NO
B.1.15.4.2	O-11	Combo Other/TAG/FL (%)	>= 95%			59.09%	22				NO
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)	>= 95%			93.33%	15				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL (%)	>= 95%			60.00%	15				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL (%)	>= 95%			100.00%	1				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL (%)	>= 95%			81.82%	22				NO
B.1.15.7.1	O-11	Line Sharing/EDI/FL (%)	>= 95%			100.00%	54				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL (%)	>= 95%			100.00%	21				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%			99.32%	148				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%			98.89%	90				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%			100.00%	10				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%			99.70%	1,683				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL (%)	>= 95%			100.00%	162				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%			100.00%	41				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%			100.00%	13				YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%			99.91%	1,125				YES
B.1.15.14.1	O-11	Other Design/EDI/FL (%)	>= 95%			99.61%	254				YES
B.1.15.14.2	O-11	Other Design/TAG/FL (%)	>= 95%			98.92%	93				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL (%)	>= 95%			99.82%	7,191				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/FL (%)	>= 95%			98.21%	726				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.16.1	O-11	INP Standalone/EDI/FL (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/FL (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/FL (%)	>= 95%			99.84%	1,287				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL (%)	>= 95%			99.54%	217				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			97.44%	39				YES
B.1.16.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			93.28%	3,004				NO
B.1.16.4	O-11	Combo Other/FL (%)	>= 95%			95.29%	191				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			95.45%	88				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			93.58%	296				NO
B.1.16.7	O-11	Line Sharing/FL (%)	>= 95%			100.00%	28				YES
B.1.16.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			95.40%	174				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			95.13%	472				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%			50.00%	6				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%			100.00%	4				YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			97.44%	39				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			97.96%	49				YES
B.1.16.14	O-11	Other Design/FL (%)	>= 95%			97.76%	401				YES
B.1.16.15	O-11	Other Non-Design/FL (%)	>= 95%			98.04%	1,381				YES
B.1.16.16	O-11	INP Standalone/FL (%)	>= 95%			90.91%	44				NO
B.1.16.17	O-11	LNP Standalone/FL (%)	>= 95%			96.50%	914				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/FL (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL (%)	>= 95%			98.74%	30,506				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%			99.77%	51,006				YES
B.1.17.4.1	O-11	Combo Other/EDI/FL (%)	>= 95%			60.00%	5				NO
B.1.17.4.2	O-11	Combo Other/TAG/FL (%)	>= 95%			100.00%	2				YES
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)	>= 95%			95.82%	359				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL (%)	>= 95%			85.25%	305				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL (%)	>= 95%			100.00%	10				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL (%)	>= 95%			90.70%	129				NO
B.1.17.7.1	O-11	Line Sharing/EDI/FL (%)	>= 95%			89.52%	210				NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL (%)	>= 95%			95.56%	45				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%			96.53%	202				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%			98.53%	816				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%			100.00%	4				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%			99.17%	960				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL (%)	>= 95%			78.57%	28				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%			100.00%	2				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%			100.00%	6				YES
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%			100.00%	123				YES
B.1.17.14.1	O-11	Other Design/EDI/FL (%)	>= 95%			85.59%	111				NO
B.1.17.14.2	O-11	Other Design/TAG/FL (%)	>= 95%			96.85%	222				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/FL (%)	>= 95%			92.00%	14,171				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL (%)	>= 95%			99.81%	1,576				YES
B.1.17.16.1	O-11	INP Standalone/EDI/FL (%)	>= 95%			0.00%	1				NO
B.1.17.16.2	O-11	INP Standalone/TAG/FL (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/FL (%)	>= 95%			68.56%	3,356				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/FL (%)	>= 95%			62.83%	226				NO
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.1.1	O-11	Switch Ports/EDI/FL (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/FL (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL (%)	>= 95%			93.00%	3,984				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%			92.46%	11,871				NO
B.1.18.4.1	O-11	Combo Other/EDI/FL (%)	>= 95%			80.65%	31				NO
B.1.18.4.2	O-11	Combo Other/TAG/FL (%)	>= 95%			84.62%	13				NO
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL (%)	>= 95%			85.71%	14				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL (%)	>= 95%			66.67%	9				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL (%)	>= 95%			100.00%	1				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL (%)	>= 95%			83.33%	18				NO
B.1.18.7.1	O-11	Line Sharing/EDI/FL (%)	>= 95%			88.89%	54				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL (%)	>= 95%			80.95%	21				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%			90.48%	147				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%			92.13%	89				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%			90.00%	10				NO
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%			96.31%	1,678				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL (%)	>= 95%			55.56%	162				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%			80.49%	41				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%			53.85%	13				NO
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%			69.84%	1,124				NO
B.1.18.14.1	O-11	Other Design/EDI/FL (%)	>= 95%			91.70%	253				NO
B.1.18.14.2	O-11	Other Design/TAG/FL (%)	>= 95%			90.22%	92				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL (%)	>= 95%			98.82%	7,178				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL (%)	>= 95%			96.21%	713				YES
B.1.18.16.1	O-11	INP Standalone/EDI/FL (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/FL (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/FL (%)	>= 95%			85.29%	1,285				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/FL (%)	>= 95%			76.85%	216				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/FL (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL (%)	>= 95%			89.47%	38				NO
B.1.19.3	O-11	Loop + Port Combinations/FL (%)	>= 95%			92.15%	2,802				NO
B.1.19.4	O-11	Combo Other/FL (%)	>= 95%			90.11%	182				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			84.52%	84				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%			93.50%	277				NO
B.1.19.7	O-11	Line Sharing/FL (%)	>= 95%			92.86%	28				NO
B.1.19.8	O-11	2W Analog Loop Design/FL (%)	>= 95%			91.57%	166				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			94.21%	449				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%			66.67%	3				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%			100.00%	4				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			89.47%	38				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			93.75%	48				NO
B.1.19.14	O-11	Other Design/FL (%)	>= 95%			93.88%	392				NO
B.1.19.15	O-11	Other Non-Design/FL (%)	>= 95%			95.79%	1,354				YES
B.1.19.16	O-11	INP Standalone/FL (%)	>= 95%			95.00%	40				YES
B.1.19.17	O-11	LNP Standalone/FL (%)	>= 95%			94.22%	882				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.54	59,577			5.447			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	0.86	717,719			1.285			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	11.42	318			18.832			

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B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.00	22			1.392			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	DS1/DS3	15.33	2,385	21.00	4	12.923	6.46669	-0.8764	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	R&B	4.50	61,633	3.97	1,635	5.586	0.13998	3.7951	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	R&B	0.87	720,347	0.79	47,428	1.398	0.00663	12.7488	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (days)	R&B	0.33	400,933	0.33	23,517	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL (days)	R&B	1.55	319,414	1.23	23,911	1.894	0.01270	24.7006	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	R&B	11.32	369	3.37	9	17.986	6.06787	1.3098	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	R&B	2.67	285	6.50	2	4.627	3.28337	-1.1668	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (days)	R&B	0.33	116			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (days)	R&B	4.27	169	6.50	2	5.463	3.88557	-0.5734	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL (days)	R&B&D - Disp	5.38	64,325	11.44	68	8.668	1.05176	-5.7646	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL (days)	R&B&D - Disp	5.38	64,325			8.668			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL (days)	R&B&D - Disp	16.54	636			18.275			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL (days)	R&B&D - Disp	16.54	636			18.275			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL (days)	ISDN - BRI	13.64	246	10.69	205	9.525	0.90076	3.2770	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL (days)	ISDN - BRI	4.66	338			6.323			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL (days)	ISDN - BRI	12.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL (days)	ISDN - BRI	2.00	2			1.414			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL (days)	ADSL to Retail	2.58	9,474	3.45	22	2.017	0.43048	-2.0360	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL (days)	ADSL to Retail	2.20	6,263	2.16	135	0.778	0.06769	0.6347	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL (days)	ADSL to Retail	2.07	15			0.704			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL (days)	ADSL to Retail	3.00	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4.50	61,633	4.58	202	5.586	0.39370	-0.2069	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.50	61,633			5.586			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11.32	369	6.00	2	17.986	12.75215	0.4170	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11.32	369			17.986			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.54	59,577	3.75	534	5.447	0.23677	3.3597	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	1.52	317,662	3.50	4	1.716	0.85777	-2.3060	NO
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11.42	318	7.92	12	18.832	5.53789	0.6321	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	2.43	7	14.00	1	1.813	1.93781	-5.9714	NO
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4.50	61,633			5.586			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.50	61,633			5.586			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11.32	369			17.986			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11.32	369			17.986			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.54	59,577	4.00	1	5.447	5.44713	0.0997	YES
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	1.52	317,662			1.716			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11.42	318			18.832			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	2.43	7			1.813			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4.50	61,633	5.46	52	5.586	0.77501	-1.2372	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.50	61,633			5.586			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11.32	369	9.00	1	17.986	18.00994	0.1287	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11.32	369			17.986			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.54	59,577	5.32	158	5.447	0.43392	-1.7964	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	1.52	317,662	5.27	136	1.716	0.14714	-25.4872	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11.42	318	8.31	13	18.832	5.32868	0.5835	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (days)	R&B (POTS) excl SB Or	2.43	7	7.25	8	1.813	0.93814	-5.1394	NO
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL (days)	Design	25.42	2,692			25.726			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL (days)	Design	7.72	890			9.150			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL (days)	Design	23.76	267			16.111			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Design	45.87	45			36.060			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL (days)	R&B	4.50	61,633	6.00	1	5.586	5.58637	-0.2680	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B	0.87	720,347			1.398			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL (days)	R&B	11.32	369			17.986			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B	2.67	285			4.627			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.54	59,577			5.447			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	0.86	717,719			1.285			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	11.42	318			18.832			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.00	22			1.392			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4.54	59,577	0.33	3	5.447	3.14496	1.3386	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	0.86	717,719	0.71	3,247	1.285	0.02260	6.3981	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	11.42	318			18.832			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1.00	22	0.89	6	1.392	0.64092	0.1734	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Digital Loop < DS1	3.27	10,295	8.24	343	4.510	0.24752	-20.0807	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1	2.60	7,340			2.725			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop < DS1	1.96	16			0.806			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1	2.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Digital Loop >= DS1	7.42	1,560	6.42	204	13.589	1.01170	0.9821	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1	4.06	862			7.913			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop >= DS1	27.02	146			17.192			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1	23.77	87			30.833			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL (days)	7 days			4.61	144				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL (days)	R&B (POTS)	8.17	456			8.322			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL (days)	R&B (POTS)	7.49	97			9.945			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL (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/FL (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/FL (days)	DS1/ DS3 - Interoffice	18.75	12	0.00	0	18.631			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL (days)	R&B	8.23	466	4.21	14	8.261	2.24067	1.7930	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL (days)	R&B	7.44	98	6.50	2	9.909	7.07781	0.1326	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL (days)	R&B&D - Disp	8.31	475	0.00	0	8.355			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL (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/FL (days)	R&B&D - Disp	7.44	102	0.00	0	9.497			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL (days)	R&B&D - Disp	4.00	1			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL (days)	ADSL to Retail	10.20	54	0.00	0	9.079			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL (days)	ADSL to Retail	4.00	1	0.00	0	0.000			YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL (days)	ADSL to Retail	6.17	6	2.00	1	4.446	4.80220	0.8677	YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL (days)	ISDN - BRI	4.00	1	8.33	3	0.000	0.00000		NO
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL (days)	ISDN - BRI								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL (days)	ADSL to Retail	10.20	54	0.00	0	9.079			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL (days)	ADSL to Retail	4.00	1	0.00	0	0.000			YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL (days)	ADSL to Retail	6.17	6	0.00	0	4.446			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL (days)	R&B - Disp	8.23	466	9.00	2	8.261	5.85370	-0.1312	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL (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/FL (days)	R&B - Disp	7.44	98	0.00	0	9.909			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL (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/FL (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/FL (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/FL (days)	R&B (POTS) excl SB Or	8.17	456	2.75	4	8.322	4.17908	1.2961	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL (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/FL (days)	R&B (POTS) excl SB Or	7.49	97	0.00	0	9.945			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL (days)	R&B - Disp	8.23	466	0.00	0	8.261			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL (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/FL (days)	R&B - Disp	7.44	98	0.00	0	9.909			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL (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/FL (days)	R&B (POTS) excl SB Or	8.17	456	0.00	0	8.322			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	7.49	97	0.00	0	9.945			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL (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/FL (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/FL (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/FL (days)	R&B - Disp	8.23	466	0.00	0	8.261			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL (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/FL (days)	R&B - Disp	7.44	98	0.00	0	9.909			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL (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/FL (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/FL (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/FL (days)	R&B (POTS) excl SB Or	8.17	456	9.00	1	8.322	8.33086	-0.1000	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	7.49	97	0.00	0	9.945			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL (days)	Design	12.56	9			12.197			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL (days)	Design	15.33	9			13.058			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL (days)	Design	4.00	1			0.000			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL (days)	R&B	8.23	466	0.00	0	8.261			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL (days)	R&B	7.44	98	0.00	0	9.909			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	8.17	456			8.322			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	7.49	97			9.945			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0						

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B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	8.17	456	0.00	0	8.322			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	7.49	97	3.00	4	9.945	5.07387	0.8859	YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL (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/FL (days)	Digital Loop < DS1	10.44	62	8.33	3	9.546	5.64343	0.3725	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL (days)	Digital Loop < DS1	4.00	1	0.00	0	0.000			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL (days)	Digital Loop < DS1	6.17	6	2.00	1	4.446	4.80220	0.8677	YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL (days)	Digital Loop >= DS1	0.00	0	3.00	1				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL (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/FL (days)	Digital Loop >= DS1	2.00	1	0.00	0	0.000			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL (days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/FL (%)	R&B (POTS)	0.72%	829,333						
B.2.5.2	P-2	Local Interoffice Transport/FL (%)	DS1/ DS3 - Interoffice	41.42%	2,453						
B.2.5.3	P-2	Loop + Port Combinations/FL (%)	R&B	0.72%	834,470	0.18%	67,345		0.00034	15.9434	YES
B.2.5.4	P-2	Combo Other/FL (%)	R&B&D - Disp	8.87%	76,180	64.86%	37		0.04676	-11.9740	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	ADSL to Retail	6.92%	16,642	4.32%	162		0.02003	1.2956	YES
B.2.5.6	P-2	UNE ISDN/FL (%)	ISDN - BRI	7.68%	963	43.44%	122		0.02560	-13.9706	NO
B.2.5.7	P-2	Line Sharing/FL (%)	ADSL to Retail	6.92%	16,642	0.00%	1		0.25374	0.2726	YES
B.2.5.8	P-2	2W Analog Loop Design/FL (%)	R&B - Disp	0.72%	834,470	18.67%	241		0.00546	-32.8564	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL (%)	R&B (POTS) excl SB Or	1.38%	429,258	7.79%	873		0.00396	-16.1925	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL (%)	R&B - Disp	0.72%	834,470						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	R&B (POTS) excl SB Or	1.38%	429,258						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL (%)	R&B - Disp	0.72%	834,470	10.85%	129		0.00747	-13.5664	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	R&B (POTS) excl SB Or	1.38%	429,258	4.64%	582		0.00484	-6.7225	NO
B.2.5.14	P-2	Other Design/FL (%)	Design	18.39%	4,052						
B.2.5.15	P-2	Other Non-Design/FL (%)	R&B	0.72%	834,470						
B.2.5.16	P-2	INP (Standalone)/FL (%)	R&B (POTS)	0.72%	829,333						
B.2.5.17	P-2	LNP (Standalone)/FL (%)	R&B (POTS)	0.72%	829,333	0.00%	2,858		0.00158	4.5313	YES
B.2.5.18	P-2	Digital Loop < DS1/FL (%)	Digital Loop < DS1	7.37%	18,598	21.51%	279		0.01576	-8.9738	NO
B.2.5.19	P-2	Digital Loop >= DS1/FL (%)	Digital Loop >= DS1	10.18%	2,850	66.54%	266		0.01938	-29.0808	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL (%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL (%)	Diagnostic			1.24%	2,254				Diagnostic
B.2.6.4	P-2	Combo Other/FL (%)	Diagnostic			41.82%	55				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			11.36%	44				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL (%)	Diagnostic			29.51%	122				Diagnostic
B.2.6.7	P-2	Line Sharing/FL (%)	Diagnostic			0.72%	139				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL (%)	Diagnostic			10.53%	57				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic			3.64%	55				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			15.38%	13				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			5.88%	17				Diagnostic
B.2.6.14	P-2	Other Design/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL (%)	Diagnostic			0.00%	422				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL (%)	Diagnostic			23.60%	161				Diagnostic

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B.2.6.19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			51.72%	87				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/FL (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL (hours)	>= 48 hrs			133.34	76				YES
B.2.8.4	P-2	Combo Other/FL (hours)	>= 48 hrs			339.80	24				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (hours)	>= 48 hrs			118.06	5				YES
B.2.8.6	P-2	UNE ISDN/FL (hours)	>= 48 hrs			318.40	53				YES
B.2.8.7	P-2	Line Sharing/FL (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL (hours)	>= 48 hrs			173.69	44				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL (hours)	>= 48 hrs			111.21	58				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/FL (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL (hours)	>= 48 hrs			141.32	14				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	>= 48 hrs			120.06	27				YES
B.2.8.14	P-2	Other Design/FL (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/FL (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/FL (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL (hours)	>= 48 hrs			301.12	58				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL (hours)	>= 48 hrs			185.40	177				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/FL (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL (hours)	Diagnostic			126.05	25				Diagnostic
B.2.9.4	P-2	Combo Other/FL (hours)	Diagnostic			382.68	23				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (hours)	Diagnostic			121.84	5				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL (hours)	Diagnostic			254.13	33				Diagnostic
B.2.9.7	P-2	Line Sharing/FL (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/FL (hours)	Diagnostic			106.08	6				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL (hours)	Diagnostic			300.11	2				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/FL (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL (hours)	Diagnostic			138.84	2				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	Diagnostic			133.07	1				Diagnostic
B.2.9.14	P-2	Other Design/FL (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/FL (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/FL (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/FL (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/FL (hours)	Diagnostic			243.50	35				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL (hours)	Diagnostic			246.22	46				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/FL (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL (%)	95% >= 48 hrs			98.68%	76				YES
B.2.10.4	P-2	Combo Other/FL (%)	95% >= 48 hrs			100.00%	24				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.6	P-2	UNE ISDN/FL (%)	95% >= 48 hrs			100.00%	53				YES
B.2.10.7	P-2	Line Sharing/FL (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/FL (%)	95% >= 48 hrs			100.00%	44				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL (%)	95% >= 48 hrs			98.28%	58				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL (%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	95% >= 48 hrs			100.00%	27				YES
B.2.10.14	P-2	Other Design/FL (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/FL (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/FL (%)	95% >= 48 hrs								

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B.2.10.17	P-2	LNP (Standalone)/FL (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/FL (%)	95% >= 48 hrs			100.00%	58				YES
B.2.10.19	P-2	Digital Loop >= DS1/FL (%)	95% >= 48 hrs			99.44%	177				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/FL (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL (%)	Diagnostic			92.00%	25				Diagnostic
B.2.11.4	P-2	Combo Other/FL (%)	Diagnostic			100.00%	23				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			80.00%	5				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL (%)	Diagnostic			96.97%	33				Diagnostic
B.2.11.7	P-2	Line Sharing/FL (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL (%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.14	P-2	Other Design/FL (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/FL (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL (%)	Diagnostic			94.29%	35				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			100.00%	46				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/FL (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL (%)	>= 95% w in 15 min			100.00%	2,240				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/FL (%)	<= 5%			0.00%	412				YES
B.2.13.2	P-7A	Time-Specific SL2/FL (%)	<= 5%			6.25%	16				NO
B.2.13.3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%			0.00%	31				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0.00%	110				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/FL (%)	>= 95% w in 15 min			100.00%	412				YES
B.2.14.2	P-7A	Time-Specific SL2/FL (%)	>= 95% w in 15 min			93.75%	16				NO
B.2.14.3	P-7A	Non-Time Specific SL1/FL (%)	>= 95% w in 15 min			100.00%	31				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL (%)	>= 95% w in 15 min			100.00%	110				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/FL (%)	<= 5%			0.00%	412				YES
B.2.15.2	P-7A	Time-Specific SL2/FL (%)	<= 5%			0.00%	16				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%			0.00%	31				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0.00%	110				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/FL (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/FL (minutes)	Diagnostic			284.27	11				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL (%)	<= 5%			4.09%	660				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL (%)	<= 5%			1.10%	1,361				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL (%)	<= 5%			0.40%	753				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	5.53%	69,594						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.02%	759,312						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	3.96%	379						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	23						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3	1.51%	2,385	0.00%	5		0.05459	0.2765	YES

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B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)	R&B	5.40%	71,710	5.06%	2,076		0.00503	0.6818	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	0.02%	762,023	0.19%	67,451		0.00006	-28.4557	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)	R&B	0.00%	401,246	0.00%	23,629		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)	R&B	0.04%	360,777	0.29%	43,822		0.00011	-22.8122	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	3.35%	448	7.14%	14		0.04882	-0.7772	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	0.00%	292	0.00%	5		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)	R&B	0.00%	120						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)	R&B	0.00%	172	0.00%	5		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	5.30%	74,548	2.20%	91		0.02350	1.3201	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL (%)	R&B&D - Disp	5.30%	74,548						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	2.11%	757						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL (%)	R&B&D - Disp	2.11%	757						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	3.10%	10,345	2.58%	194		0.01257	0.4183	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0.05%	6,331						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	19						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL (%)	ISDN - BRI	3.47%	490	6.50%	246		0.01430	-2.1222	NO
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	0.85%	469						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL (%)	ADSL to Retail	3.10%	10,345	0.00%	25		0.03472	0.8937	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0.05%	6,331	0.00%	138		0.00187	0.2530	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	19						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5.40%	71,710	2.31%	303		0.01301	2.3751	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5.40%	71,710						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	3.35%	448	0.00%	4		0.09035	0.3706	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	3.35%	448						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5.53%	69,594	1.46%	893		0.00770	5.2898	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.04%	358,945	0.00%	9		0.00695	0.0626	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	3.96%	379	5.00%	20		0.04473	-0.2330	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.00%	8	0.00%	1		0.00000		YES
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5.40%	71,710	0.00%	2		0.15983	0.3379	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5.40%	71,710						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	3.35%	448						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	3.35%	448						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5.53%	69,594	0.00%	1		0.22850	0.2419	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.04%	358,945	0.00%	1		0.02084	0.0209	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	3.96%	379						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5.40%	71,710	0.81%	124		0.02032	2.2615	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5.40%	71,710						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	3.35%	448	11.11%	9		0.06056	-1.2818	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	3.35%	448						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5.53%	69,594	0.70%	285		0.01356	3.5573	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.04%	358,945	0.42%	237		0.00135	-2.7946	NO
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	3.96%	379	0.00%	18		0.04703	0.8415	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.00%	8	0.00%	8		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL (%)	Design	2.75%	2,838						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	0.63%	954						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0.32%	309						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	47						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	5.40%	71,710	0.00%	2		0.15983	0.3379	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	0.02%	762,023						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	3.35%	448						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	0.00%	292						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	5.53%	69,594						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.02%	759,312						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	3.96%	379						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	23						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	5.53%	69,594	0.00%	3		0.13192	0.4189	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.02%	759,312	0.03%	3,253		0.00025	-0.4049	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	3.96%	379						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0.00%	23	0.00%	13		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1	3.10%	11,222	4.64%	431		0.00851	-1.8091	NO
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	0.11%	7,404						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1	0.00%	19						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	0.69%	1,598	4.01%	324		0.00504	-6.5983	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0.11%	897						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	0.63%	160						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0.00%	89						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	10.62%	61,289						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	4.44%	720,032						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	18.04%	377						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	11.11%	9						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3	8.37%	2,080	0.00%	6		0.11319	0.7390	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)	R&B	10.60%	62,022	9.36%	1,817		0.00733	1.6929	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	4.44%	722,384	2.57%	65,002		0.00084	22.1476	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)	R&B	4.34%	391,101	2.07%	23,910		0.00136	16.7524	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)	R&B	4.55%	331,283	2.86%	41,092		0.00109	15.5015	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	16.29%	442	7.14%	14		0.10024	0.9125	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	5.99%	267	0.00%	4		0.11956	0.5012	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)	R&B	5.36%	56	0.00%	1		0.22717	0.2358	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)	R&B	6.16%	211	0.00%	3		0.13981	0.4407	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	10.44%	65,194	19.15%	94		0.03156	-2.7589	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL (%)	R&B&D - Disp	10.44%	65,194						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	16.11%	447						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL (%)	R&B&D - Disp	16.11%	447						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	4.52%	9,549	7.22%	263		0.01299	-2.0786	NO
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	2.05%	5,904						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	7						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL (%)	ISDN - BRI	10.37%	347	8.70%	345		0.02318	0.7242	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	1.72%	348						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL (%)	ISDN - BRI			0.00%	1				
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL (%)	ADSL to Retail	4.52%	9,549	37.14%	35		0.03519	-9.2683	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	2.05%	5,904	16.07%	112		0.01351	-10.3756	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0.00%	7						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	10.60%	62,022	10.34%	377		0.01590	0.1581	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	10.60%	62,022						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	16.29%	442	0.00%	3		0.21392	0.7615	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	16.29%	442						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	10.62%	61,289	12.18%	1,002		0.00981	-1.5888	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	4.56%	329,680	6.67%	15		0.05385	-0.3915	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	18.04%	377	17.24%	29		0.07409	0.1074	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.00%	3	0.00%	1		0.00000		YES
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	10.60%	62,022	0.00%	1		0.30779	0.3443	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	10.60%	62,022						

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B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	16.29%	442						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	16.29%	442						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	10.62%	61,289						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	4.56%	329,680	0.00%	1		0.20857	0.2185	YES
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	18.04%	377						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (%)	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/FL (%)	R&B - Disp	10.60%	62,022	10.87%	184		0.02272	-0.1203	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	10.60%	62,022						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	16.29%	442	30.00%	10		0.11809	-1.1610	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	16.29%	442						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	10.62%	61,289	4.94%	425		0.01499	3.7852	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	4.56%	329,680	3.79%	264		0.01284	0.5997	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	18.04%	377	5.88%	17		0.09533	1.2750	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	0.00%	3	23.08%	13		0.00000		NO
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL (%)	Design	7.41%	3,172	0.00%	3		0.15129	0.4897	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	3.26%	705						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0.00%	5						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	3						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	10.60%	62,022	9.09%	11		0.09281	0.1622	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	4.44%	722,384						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	16.29%	442						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	5.99%	267						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	10.62%	61,289						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	4.44%	720,032						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	18.04%	377						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	11.11%	9						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	10.62%	61,289	0.00%	5		0.13777	0.7706	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	4.44%	720,032	0.00%	3,057		0.00373	11.8897	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	18.04%	377						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	11.11%	9	0.00%	21		0.12521	0.8874	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1	4.81%	10,220	8.28%	592		0.00905	-3.8268	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	2.08%	6,623						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1	0.00%	7	0.00%	1		0.00000		YES
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	6.36%	692	9.93%	413		0.01517	-2.3522	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0.77%	915						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	0.00%	5	0.00%	1		0.00000		YES
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0.00%	94						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5.64	69,477			22.779			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.06	758,462			6.679			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.24	377			18.242			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	15.58	6			36.917			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice	84.95	2,383			230.943			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL (hours)	R&B	5.77	71,591	0.31	1,494	22.603	0.59084	9.2421	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	R&B	1.07	761,164	0.68	65,759	6.775	0.02754	13.9645	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	R&B	1.16	400,702	0.66	22,487	7.246	0.04966	10.1410	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	R&B	0.96	360,462	0.69	43,272	6.207	0.03158	8.3976	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	R&B	9.59	446	0.23	11	41.829	12.76648	0.7336	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1.90	272	0.28	1	14.058	14.08359	0.1150	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	R&B	3.65	106			22.462			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	R&B	0.79	166	0.28	1	0.543	0.54451	0.9280	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	R&B&D - Disp	14.99	74,410	46.41	34	109.256	18.74147	-1.6767	NO
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	14.99	74,410			109.256			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	R&B&D - Disp	69.19	749			229.438			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	69.19	749			229.438			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	ADSL to Retail	3.96	10,344	14.79	154	43.101	3.49893	-3.0959	NO
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	0.81	6,329			6.030			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	4.19	19			10.146			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL (hours)	ISDN - BRI	23.11	487	28.46	122	99.034	10.02652	-0.5331	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI	7.07	463			34.964			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL (hours)	ADSL to Retail	3.96	10,344			23.725			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	0.81	6,329	0.54	2	6.030	4.26435	0.0630	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	4.19	19			10.146			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	5.77	71,591	12.93	246	43.812	2.79812	-2.5577	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	5.77	71,591			22.603			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	9.59	446	46.23	2	65.360	46.32018	-0.7910	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	9.59	446			41.829			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	5.64	69,477	0.23	845	22.779	0.78836	6.8704	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.95	358,636	0.06	6	6.030	2.46171	0.3613	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.24	377	0.41	16	18.242	4.65625	0.8233	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.51	5			0.432			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	5.77	71,591			22.603			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	5.77	71,591			22.603			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	9.59	446			41.829			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	9.59	446			41.829			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	5.64	69,477			22.779			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.95	358,636			6.030			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.24	377			18.242			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.51	5			0.432			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	5.77	71,591	10.83	116	26.763	2.48690	-2.0357	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	5.77	71,591			22.603			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	9.59	446	18.32	5	41.829	18.81104	-0.4638	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	9.59	446			41.829			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	5.64	69,477	0.22	274	22.779	1.37881	3.9321	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.95	358,636	0.17	233	6.030	0.39516	1.9589	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4.24	377	0.23	18	18.242	4.40111	0.9113	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)	R&B (POTS) excl SB Or	0.51	5	0.44	8	0.662	0.37743	0.1755	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Design	249.11	2,819			495.197			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Design	19.13	948			63.957			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Design	156.90	303			338.882			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Design	237.45	47			316.423			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	R&B	5.77	71,591			22.603			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B	1.07	761,164			6.775			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B	9.59	446			41.829			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1.90	272			14.058			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5.64	69,477			22.779			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.06	758,462			6.679			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.24	377			18.242			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	15.58	6			36.917			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5.64	69,477			22.779			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1.06	758,462	0.60	2,847	6.679	0.12540	3.6427	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	4.24	377			18.242			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	15.58	6	0.50	8	36.917	19.93756	0.7564	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop < DS1	8.62	11,215	21.21	271	74.075	4.55379	-2.7644	NO
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1	2.22	7,396			19.254			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop < DS1	4.19	19			10.146			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1	1.68	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1	65.83	1,591	28.24	245	218.621	15.00414	2.5060	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1	7.63	891			38.158			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1	201.09	160			378.527			

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B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1	99.30	86			206.886			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	Diagnostic			86.00	5				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL (hours)	Diagnostic			17.79	582				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			9.77	1,684				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	Diagnostic			7.85	1,135				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	Diagnostic			13.72	549				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	Diagnostic			10.56	3				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			28.43	4				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	Diagnostic			28.43	4				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	Diagnostic			53.99	57				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	Diagnostic			32.08	40				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic			37.04	125				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL (hours)	Diagnostic			2.28	25				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			2.37	136				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			82.30	57				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic			17.37	2				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			17.73	48				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic			6.99	3				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic			0.04	4				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			21.00	2				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			22.08	1				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic			20.75	1				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			55.29	8				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic			66.60	4				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			20.97	11				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (hours)	Diagnostic			19.98	4				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic

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B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic			19.55	2				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic			43.55	3				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			3.16	412				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			4.31	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic			35.60	161				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic			73.78	79				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			4.08	820				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.88	37,059				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.40	6				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			4.93	90				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			12.78	18				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.21	1				Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.91	105				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.48	21				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6.50	2				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.75	2,299				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			6.29	105				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			6.50	77				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.64	173				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.41	7,677				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic			12.81	6				Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			4.66	5				Diagnostic

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B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			14.11	7				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.61	32				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.85	413				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.39	2				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.90	6				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6.38	41				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			9.16	1				Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			5.75	136				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.71	133				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			7.68	8				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.67	7				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.82	523				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.65	4				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			10.17	12				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			7.61	49				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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Total Service Order Cycle Time - Non-Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic			13.27	1				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.91	274				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.75	554				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.08	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			6.98	2				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic			11.47	22				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			5.04	9				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			9.89	51				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic			4.60	4				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.78	2				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.64	19				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.70	14				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.88	1				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.99	1				Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			7.01	2				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.41	5				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.02	1				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.81	1				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic			3.83	3				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.88	390				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.07	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			9.33	58				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			7.36	28				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			4.00	700				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.94	33,154				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.40	6				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			5.00	80				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			11.45	12				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.90	100				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.48	21				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6.60	2				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.75	2,299				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			5.89	89				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			6.55	75				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3.55	156				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.41	6,938				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic			12.77	5				Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			5.02	4				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			14.45	4				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.67	30				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.85	413				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.39	2				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.90	6				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6.38	38				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			9.16	1				Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			5.75	136				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.71	133				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			7.61	7				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.67	7				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.73	508				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.65	4				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			9.73	8				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			7.68	46				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic			13.27	1				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			4.00	247				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.87	445				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			3.08	1				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			6.98	2				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic			11.96	20				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			5.84	7				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			10.31	44				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic			5.38	3				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.78	2				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.78	17				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.94	11				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.88	1				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			3.99	1				Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			7.01	2				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4.41	5				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.02	1				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.81	1				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic			2.86	2				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.87	378				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.07	2				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			9.72	50				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			7.25	27				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/FL (%)	>= 95% w in 15 min			37.50%	5,613				NO
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL (%)	Diagnostic			10.00%	1,690				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL (%)	Diagnostic			18.85%	47,649				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL (%)	Diagnostic			7.14%	70				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	Diagnostic			2.74%	146				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL (%)	Diagnostic			2.53%	198				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/FL (%)	Diagnostic			0.00%	22				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL (%)	Diagnostic			0.00%	134				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL (%)	Diagnostic			4.41%	204				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL (%)	Diagnostic			10.51%	590				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	Diagnostic			16.67%	6				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL (%)	Diagnostic			47.50%	80				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL (%)	Diagnostic			39.09%	197				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL (%)	Diagnostic			27.27%	165				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL (%)	Diagnostic			24.04%	3,253				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL (%)	Diagnostic			2.66%	338				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL (%)	Diagnostic			11.31%	221				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% of requests			100.00%	176				YES
B.2.33.2	P-8	xDSL Other/FL (%)	>= 95% of requests								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	220				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%			91.11%	90				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	21				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			94.12%	17				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL (%)	>= 95%			97.60%	250				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)	>= 95%			99.43%	350				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL (%)	>= 95%			98.98%	98				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			98.99%	99				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL (%)	R&B (POTS)	10.55%	118,207						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1.00%	57,060						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0.68%	1,320	0.00%	4		0.04121	0.1655	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0.14%	703	0.00%	9		0.01264	0.1125	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL (%)	R&B	10.63%	120,112	6.51%	7,939		0.00357	11.5273	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1.08%	58,247	0.86%	2,449		0.00213	1.0359	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL (%)	R&B&D - Disp	10.44%	122,932	1.52%	66		0.03765	2.3708	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	10.44%	122,932	0.00%	25		0.06117	1.7071	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	37.21%	4,115	2.04%	49		0.06946	5.0625	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	2.04%	7,385	0.00%	22		0.03022	0.6767	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	6.29%	175	2.94%	136		0.02774	1.2055	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.53%	190	0.00%	47		0.01179	0.4465	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL (%)	ADSL to Retail	37.21%	4,115	11.11%	18		0.11418	2.2854	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	2.04%	7,385	0.00%	21		0.03093	0.6611	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	10.63%	120,112	1.83%	821		0.01079	8.1552	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	10.63%	120,112	0.00%	155		0.02477	4.2908	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	10.53%	117,925	8.77%	1,072		0.00942	1.8724	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	0.94%	49,933	0.00%	27		0.01855	0.5053	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL (%)	Design	2.45%	2,820	0.00%	1		0.15452	0.1583	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL (%)	Design	0.79%	2,541	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL (%)	R&B	10.63%	120,112	0.00%	1		0.30821	0.3449	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL (%)	R&B	1.08%	58,247	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	10.55%	118,207						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1.00%	57,060						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL (%)	R&B (POTS)	2.24%	5,284,051						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1.08%	5,284,051						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	2.33%	56,656	0.27%	1,456		0.00405	5.0728	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	1.24%	56,656	0.62%	1,456		0.00296	2.1061	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL (%)	R&B	2.13%	5,627,184	1.54%	514,192		0.00021	27.7436	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1.04%	5,627,184	0.48%	514,192		0.00015	37.7012	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL (%)	R&B&D - Disp	1.92%	6,408,291	3.23%	2,044		0.00306	-4.2775	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	1.92%	6,408,291	1.22%	2,044		0.00306	2.2690	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	1.46%	281,126	0.94%	5,211		0.00169	3.0946	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	2.63%	281,126	0.42%	5,211		0.00227	9.7299	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	0.82%	21,357	2.06%	6,600		0.00127	-9.7362	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.89%	21,357	0.71%	6,600		0.00133	1.3364	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL (%)	ADSL to Retail	1.46%	281,126	0.94%	1,916		0.00277	1.8905	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	2.63%	281,126	1.10%	1,916		0.00372	4.1205	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	2.13%	5,627,184	1.22%	67,312		0.00057	16.1489	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	2.13%	5,627,184	0.23%	67,312		0.00057	33.6151	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	2.23%	5,284,051	2.80%	38,307		0.00077	-7.3982	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	0.94%	5,284,051	0.07%	38,307		0.00050	17.5435	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL (%)	Design	0.36%	781,107	1.15%	87		0.00644	-1.2238	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL (%)	Design	0.33%	781,107	0.00%	87		0.00612	0.5320	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL (%)	R&B	2.13%	5,627,184	0.18%	557		0.00619	3.1579	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL (%)	R&B	1.04%	5,627,184	0.00%	557		0.00431	2.4010	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	2.24%	5,284,051						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1.08%	5,284,051						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL (hours)	R&B (POTS)	22.32	118,207			25.597			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL (hours)	R&B (POTS)	7.28	57,060			17.472			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL (hours)	DS1/DS3	3.87	1,320	2.35	4	3.672	1.83881	0.8242	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL (hours)	DS1/DS3	1.62	703	2.04	9	2.453	0.82280	-0.5136	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL (hours)	R&B	22.26	120,112	16.21	7,939	25.582	0.29645	20.4214	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL (hours)	R&B	7.23	58,247	4.22	2,449	17.369	0.35829	8.3957	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL (hours)	R&B&D - Disp	21.91	122,932	6.41	66	26.061	3.20875	4.8275	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL (hours)	R&B&D - Disp	21.91	122,932	1.48	25	26.061	5.21273	3.9192	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)	ADSL to Retail	61.70	4,115	4.63	49	323.500	46.48855	1.2275	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)	ADSL to Retail	8.03	7,385	1.37	22	179.616	38.35135	0.1736	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL (hours)	ISDN - BRI	7.13	175	8.74	136	11.222	1.28286	-1.2493	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL (hours)	ISDN - BRI	2.34	190	3.13	47	3.859	0.62860	-1.2509	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL (hours)	ADSL to Retail	61.70	4,115	35.44	18	323.500	76.41615	0.3435	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL (hours)	ADSL to Retail	8.03	7,385	9.19	21	179.616	39.25121	-0.0296	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL (hours)	R&B - Disp	22.26	120,112	5.10	821	25.582	0.89586	19.1623	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL (hours)	R&B - Disp	22.26	120,112	1.83	155	25.582	2.05611	9.9367	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL (hours)	R&B (POTS) excl SB FT	22.30	117,925	13.16	1,072	25.558	0.78414	11.6557	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL (hours)	R&B (POTS) excl SB FT	7.60	49,933	7.37	27	14.270	2.74701	0.0841	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL (hours)	Design	6.66	2,820	5.30	1	38.674	38.68078	0.0351	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL (hours)	Design	13.22	2,541	0.00	0	254.410			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL (hours)	R&B	22.26	120,112	17.00	1	25.582	25.58197	0.2057	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL (hours)	R&B	7.23	58,247	0.00	0	17.369			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL (hours)	R&B (POTS)	22.32	118,207			25.597			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL (hours)	R&B (POTS)	7.28	57,060			17.472			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL (%)	R&B (POTS)	16.84%	118,207						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	15.16%	57,060						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	24.17%	1,320	0.00%	4		0.21437	1.1273	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	21.19%	703	22.22%	9		0.13710	-0.0749	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL (%)	R&B	16.84%	120,112	11.94%	7,939		0.00434	11.3022	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	15.15%	58,247	12.21%	2,449		0.00740	3.9778	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL (%)	R&B&D - Disp	16.98%	122,932	33.33%	66		0.04622	-3.5387	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	16.98%	122,932	16.00%	25		0.07509	0.1300	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	28.24%	4,115	10.20%	49		0.06469	2.7878	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	26.00%	7,385	9.09%	22		0.09365	1.8053	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	15.43%	175	13.97%	136		0.04129	0.3531	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	13.16%	190	19.15%	47		0.05507	-1.0879	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL (%)	ADSL to Retail	28.24%	4,115	38.89%	18		0.10634	-1.0016	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	26.00%	7,385	33.33%	21		0.09585	-0.7652	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	16.84%	120,112	9.38%	821		0.01311	5.6951	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	16.84%	120,112	8.39%	155		0.03008	2.8111	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	16.82%	117,925	9.51%	1,072		0.01148	6.3649	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	15.11%	49,933	7.41%	27		0.06894	1.1170	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL (%)	Design	22.66%	2,820	0.00%	1		0.41870	0.5412	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL (%)	Design	18.46%	2,541	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL (%)	R&B	16.84%	120,112	0.00%	1		0.37425	0.4500	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)	R&B	15.15%	58,247	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	16.84%	118,207						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	15.16%	57,060						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL (%)	R&B (POTS)	22.78%	79,210						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	8.16%	17,982						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0.68%	1,320	0.00%	4		0.04121	0.1655	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0.14%	703	0.00%	9		0.01264	0.1125	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)	R&B	22.72%	80,573	12.04%	5,820		0.00569	18.7659	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	8.01%	18,552	2.21%	1,131		0.00831	6.9757	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL (%)	R&B&D - Disp	22.03%	83,393	1.52%	66		0.05104	4.0200	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	22.03%	83,393	0.00%	25		0.08290	2.6575	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	37.21%	4,115	2.04%	49		0.06946	5.0625	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	2.04%	7,385	0.00%	22		0.03022	0.6767	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	6.29%	175	2.94%	136		0.02774	1.2055	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.53%	190	0.00%	47		0.01179	0.4465	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL (%)	ADSL to Retail	37.21%	4,115	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	2.04%	7,385	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	22.72%	80,573	1.83%	821		0.01470	14.2133	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	22.72%	80,573	0.00%	155		0.03369	6.7435	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	22.77%	79,189	26.47%	34		0.07194	-0.5138	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	8.17%	17,927	0.00%	4		0.13698	0.5966	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL (%)	Design	2.45%	2,820	0.00%	1		0.15452	0.1583	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL (%)	Design	0.79%	2,541	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL (%)	R&B	22.72%	80,573	0.00%	1		0.41901	0.5422	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)	R&B	8.01%	18,552	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	22.78%	79,210						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	8.16%	17,982						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	FL (%)	BST - State	94.48%	$503,478,651	99.82%	$21,593,674		0.00005	-1064.3349	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.24	1	3.32	1,713				NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/FL (%)	Diagnostic			48.06%	129				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/FL (%)	>= 85% w in 4 days			98.39%	62				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/FL (%)	>= 95% w in 10 days			100.00%	115				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/FL (%)	>= 95%			100.00%	105				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/FL (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/FL (days)	Parity w Retail	18.60	81	15.69	44	12.952	2.42571	1.2019	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/FL (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/FL (%)	Parity w Retail	0.00%	70	0.00%	60		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/FL (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/FL (%)	Parity w Retail	1.23%	81	0.00%	53		0.01951	0.6328	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/FL (%)	Parity w Retail	0.00%	3,916	0.00%	4,760		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/FL (hours)	Parity w Retail	61.98	81	12.70	50	254.406	45.75462	1.0771	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/FL (days)	Diagnostic			17.61	40				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL (%)	Diagnostic			0.00%	43				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL (%)	Diagnostic			0.00%	1				Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	205				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	125				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	2				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	15				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	152	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	494,451	0.00%	160,033		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.03%	494,451	0.00%	160,033		0.00005	5.8486	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/FL (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)	Parity w Retail	0.66	152	0.05	2	1.398	0.99510	0.6084	YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	15.13%	152	0.00%	2		0.25506	0.5933	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	152	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	FL (%)	BST - State	94.48%	$503,478,651	99.35%	$4,883,788		0.00010	-469.0950	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.47	1	4.30	9,590				YES
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/FL (%)	>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%			99.96%					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%			99.97%					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%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.96%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			100.00%					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%			99.31%					NO
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					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	2.71	1,875,902	1.67	432,083				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.67	432,833				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	1.06	290,626				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	1.06	290,626				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.77	951,947	1.03	112,631				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.58	347,815	1.03	112,631				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	2.84	901				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	2.84	901				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	1.76	1,451,266				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	1.76	1,451,266				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	3.38	41,314				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	3.38	41,314				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	0.58	91,791				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	0.58	91,791				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	2.71	1,875,902	1.42	398,855				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.42	398,855				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	2.19	107,368				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	2.19	107,368				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			0.60	1,022				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.60	1,022				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.77	951,947	1.54	30,206				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.58	347,815	1.54	30,206				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	0.89	243,141				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	0.89	243,141				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	2.49	674,657				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	2.49	674,657				YES
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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%			99.94%					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%			99.75%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			99.90%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			99.93%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
		Average Response Interval <= 4 Seconds									
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	96.26%	1,743,341	96.07%	134,999		0.00054	3.3961	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.49%	53,883	3.63%	2,808		0.00302	-3.7704	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.30%	32,203	8.61%	5,761		0.00290	-14.8310	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.70%	1,743,263	99.66%	138,543		0.00015	2.3171	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.64%	1,277,836	97.39%	80,801		0.00055	4.5916	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.26%	117,343	99.17%	7,127		0.00104	0.8603	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	37.13%	6,874	22.75%	167		0.03784	3.7980	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.89%	224,543	99.94%	19,073		0.00025	-2.0246	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	86.40%	65,839	85.56%	5,057		0.00500	1.6674	NO
		Average Response Interval <= 10 Seconds									
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.15%	1,743,341	99.46%	134,999		0.00026	-12.0851	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	76.03%	53,883	83.37%	2,808		0.00826	-8.8777	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	65.56%	32,203	43.46%	5,761		0.00680	32.4990	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.83%	1,743,263	99.83%	138,543		0.00011	0.3690	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.82%	1,277,836	99.63%	80,801		0.00015	12.2289	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.35%	117,343	99.44%	7,127		0.00098	-0.8832	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.29%	6,874	99.40%	167		0.00659	-0.1731	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.99%	224,543	100.00%	19,073		0.00007	-1.2823	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.70%	65,839	99.58%	5,057		0.00080	1.4334	YES
		Average Response Interval > 10 Seconds									
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.85%	1,743,341	0.54%	134,999		0.00026	12.0851	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	23.97%	53,883	16.63%	2,808		0.00826	8.8777	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	34.44%	32,203	56.54%	5,761		0.00680	-32.4990	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.17%	1,743,263	0.17%	138,543		0.00011	-0.3690	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.18%	1,277,836	0.37%	80,801		0.00015	-12.2289	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.65%	117,343	0.56%	7,127		0.00098	0.8832	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	72.09%	6,642	64.04%	712		0.01769	4.5462	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.71%	6,874	0.60%	167		0.00659	0.1731	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	85.89%	64,344	77.74%	5,817		0.00477	17.0999	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.01%	224,543	0.00%	19,073		0.00007	1.2823	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.30%	65,839	0.42%	5,057		0.00080	-1.4334	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/FL (calendar days)	<= 15 days			5	3				YES
E.1.1.2	C-1	Physical Caged/FL (calendar days)	<= 15 days			5	10				YES
E.1.1.3	C-1	Physical Cageless/FL (calendar days)	<= 15 days			6	21				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)	<= 45 days			1	5				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days								
E.1.2.4	C-2	Physical Caged-Ordinary/FL (calendar days)	<= 90 days								
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			26	6				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL (calendar days)	<= 90 days								
E.1.2.7	C-2	Physical Cageless-Ordinary/FL (calendar days)	<= 90 days			43	3				YES
E.1.2.8	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days			11	5				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/FL (%)	< 10% missed			0.00%	5				YES
E.1.3.2	C-3	Physical/FL (%)	< 10% missed			0.00%	14				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			89.52%	187,816				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			76.17%	4,864				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			87.94%	262,979				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			82.63%	203,468				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			54.74%	6,768				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			80.79%	286,283				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/FL (%)	>= 95% w in 3 bus days			50.00%	4				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/FL (%)	>= 95% w in 1 min			99.07%	3,640				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 5 bus days			90.48%	42				NO
F.3.1.2	O-10	Local Interoffice Transport/FL (%)	>= 95% w in 5 bus days			37.50%	8				NO
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	282.45	6,382,181	40.05	44,308				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	53.70	2,241,269	24.35	101,422				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	FL (seconds)	PBD			3.82					PBD
	% Answered in 30 seconds										
F.6.2	OS-2	FL (%)	PBD			97.90%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	FL (seconds)	PBD			5.03					PBD
	% Answered in 20 seconds										
F.7.2	DA-2	FL (%)	PBD			95.60%					PBD

BellSouth Monthly State Summary
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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	FL (hours)	PBD			1.01	1,205				PBD
	% Accuracy										
F.8.2	E-2	FL (%)	PBD			94.49%	696,276				PBD
	% Timeliness										
F.8.3	E-1	FL (%)	PBD			100.00%	1,205				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.70%	3,330	99.34%	26,909		0.00101	3.5564	NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.00%	55,284	97.94%	619,230,222		0.00042	24.9559	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.65%	55,284	99.98%	619,230,222		0.00025	-13.1550	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.34	55,284	2.21	619,230,222				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/FL (%)	Parity w Retail	84.93%	$20,531,580	99.17%	$1,005,813		0.00094	-151.3895	YES
F.9.5.2	B-7	UNE/FL (%)	>= 90%			95.17%	$1,315,132				YES
F.9.5.3	B-7	Interconnection/FL (%)	>= 90%			77.21%	$8,629				NO
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/FL (%)	Parity w Retail	89.56%	$28,196,759	97.90%	$965,624		0.00098	-85.1378	YES
F.9.6.2	B-8	UNE/FL (%)	>= 90%			98.71%	$3,313,580				YES
F.9.6.3	B-8	Interconnection/FL (%)	>= 90%			93.09%	$540,883				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	FL (%)	>= 98% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	FL (average)	>= 25 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3	FL (%)	>= 98% w in 30 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	FL (average)	>= 25 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	FL (%)	>= 97% w in 15 min			100.00%	19				YES
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6A	Region (%)	>= 95% w in 10 days			100.00%	4				YES
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6B	Region (%)	>= 95% w in 30 days								
	% Software Errors Corrected within 45 Business Days										
F.10.9	CM-6C	Region (%)	>= 95% w in 45 days								
	% Change Requests Accepted or Rejected within 10 Business Days										
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	7				YES
	% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8	Region (%)	Diagnostic			71.43%	7				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9A	Region (number)	= 0 Defects								
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9B	Region (number)	= 0 Defects			3					NO
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9C	Region (number)	= 0 Defects			4					NO
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%			0.00%	100				YES
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented										
F.10.16	CM-11A	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented										
F.10.17	CM-11B	Region (%)	>= 95% w in 60 days								
	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%	8				YES
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	6				YES
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	2				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.95%	194,313				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	422,794				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.94%	194,435				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	422,795				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/FL (hours)	PBD	1.56	21	1.55	21				PBD
F.13.1.2	D-1	Directory Listings/FL (hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/FL (hours)	PBD	4.59	24	4.59	24				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/FL (%)	>= 95%			99.48%	1,143				YES
F.13.2.2	D-2	Directory Listings/FL (%)	>= 95%			99.66%	892				YES
F.13.2.3	D-2	Directory Assistance/FL (%)	>= 95%			98.56%	348				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	82				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	379	2	289	2				YES

TENNESSEE

BellSouth Monthly State Summary
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			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/TN (%)	Diagnostic			7.52%	13,004				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic			22.77%	202				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/TN (%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/TN (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN (%)	Diagnostic			23.31%	1,497				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic			49.62%	131				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic			75.00%	4				Diagnostic
A.1.2.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN (%)	Diagnostic			40.20%	102				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic			53.21%	109				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic			33.90%	59				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic			45.45%	11				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic			66.67%	6				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic			46.88%	32				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr			97.04%	981				YES
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr			93.48%	46				NO
A.1.4.3	O-8	Design (Specials)/TN (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/TN (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/TN (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/TN (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/TN (%)	>= 85% w in 10 hrs			89.77%	352				YES
A.1.7.2	O-8	Business/TN (%)	>= 85% w in 10 hrs			95.52%	67				YES
A.1.7.3	O-8	Design (Specials)/TN (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/TN (%)	>= 85% w in 10 hrs			33.33%	3				NO
A.1.7.5	O-8	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/TN (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs			97.73%	44				YES
A.1.8.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			100.00%	58				YES
A.1.8.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			95.45%	22				YES
A.1.8.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			100.00%	5				YES
A.1.8.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES
A.1.8.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs			94.12%	17				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN (%)	>= 95% w in 3 hrs			99.38%	12,025				YES
A.1.9.2	O-9	Business/TN (%)	>= 95% w in 3 hrs			99.37%	159				YES
A.1.9.3	O-9	Design (Specials)/TN (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/TN (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/TN (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/TN (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/TN (%)	>= 85% w in 10 hrs			89.53%	1,270				YES
A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			90.22%	92				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.12.3	O-9	Design (Specials)/TN (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/TN (%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.12.5	O-9	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/TN (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			100.00%	61				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			100.00%	53				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			95.00%	40				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			88.24%	17				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	296				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.83%	12,708				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	7				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	195				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	25				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.93%	1,472				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	122				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	4				YES
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN (%)	>= 95%			96.08%	102				YES
A.1.16.2	O-11	Business/TN (%)	>= 95%			100.00%	109				YES
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			94.92%	59				NO
A.1.16.4	O-11	PBX/TN (%)	>= 95%			90.91%	11				NO
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			100.00%	6				YES
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			96.88%	32				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			99.32%	296				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.85%	12,686				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	7				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			98.46%	195				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/TN (%)	>= 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/TN (%)	>= 95%			92.00%	25				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)	>= 95%			93.88%	1,471				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES
A.1.18.2.2	O-11	Business/TAG/TN (%)	>= 95%			84.43%	122				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	4				YES
A.1.18.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/TN (%)	>= 95%			94.90%	98				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			93.58%	109				NO
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			96.43%	56				YES
A.1.19.4	O-11	PBX/TN (%)	>= 95%			90.00%	10				NO
A.1.19.5	O-11	Centrex/TN (%)	>= 95%			100.00%	6				YES
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			80.65%	31				NO
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	5.85	12,345	5.10	307	4.293	0.24806	3.0564	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	0.86	260,560	0.64	8,452	1.101	0.01217	17.7777	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	5.92	20			5.685			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)	Bus	6.43	4,541	2.85	41	18.273	2.86661	1.2513	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.57	18,250	0.70	189	3.881	0.28373	3.0829	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	13.76	48			16.861			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	1.42	4			1.751			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	26.36	1,031	8.44	9	23.834	7.97943	2.2452	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	14.70	180	7.33	3	9.663	5.62533	1.3102	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	19.91	67			17.174			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design	12.00	2	3.00	1	7.071	8.66025	1.0392	YES
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	8.15	18	0.33	1	9.550	9.81185	0.7965	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	2.36	71	2.50	2	4.039	2.89611	-0.0494	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX	16.60	5			6.269			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	2.03	13	1.00	1	2.311	2.39850	0.4276	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	6.95	255			13.076			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	2.25	585			6.850			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	29.89	18			35.979			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	6.21	29			19.429			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	10.91	584	8.50	6	10.164	4.17072	0.5775	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	2.33	609	3.00	6	3.838	1.57458	-0.4286	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN	32.19	43			22.949			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN	10.99	29			15.053			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	7.93	109	3.50	2	5.964	4.25566	1.0402	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	Res	14.00	11	3.00	1	18.547	19.37196	0.5678	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	5.68	19	0.00	0	3.560			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	Bus	19.75	8	0.00	0	25.064			YES

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A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	Design	9.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	6.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	0.00	0						
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex	0.00	0						
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex	0.00	0						
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	11.00	5	0.00	0	11.292			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN (%)	Res	0.42%	287,347	0.27%	9,621		0.00067	2.2732	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.34%	23,290	0.45%	222		0.00775	1.1469	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	24.83%	1,442						
A.2.4.4	P-2	PBX/TN (%)	PBX	5.93%	118						
A.2.4.5	P-2	Centrex/TN (%)	Centrex	2.15%	884						
A.2.4.6	P-2	ISDN/TN (%)	ISDN	6.37%	1,303						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			0.00%	173				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	96				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			12.50%	24				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			7.14%	14				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			156.13	26				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs			122.43	1				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			369.52	3				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			99.28	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			100.00%	26				YES

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A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs								
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/TN (%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/TN (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic
	% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	6.93%	14,456	3.79%	343		0.01388	2.2639	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.04%	273,053	0.07%	9,468		0.00022	-1.3911	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	8.70%	23						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	Bus	3.72%	4,787	1.23%	81		0.02120	1.1716	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.03%	18,418	0.43%	232		0.00119	-3.3421	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	7.58%	66						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	4						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	4.46%	1,076	0.00%	17		0.05046	0.8840	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	1.64%	183	0.00%	5		0.05756	0.2848	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	71						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	2	0.00%	1		0.00000		YES
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)	PBX	0.00%	20	0.00%	1		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	2.82%	71	0.00%	2		0.11863	0.2375	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX	20.00%	5						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	13	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	2.32%	259						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	587						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	5.56%	18						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	29						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	3.34%	598	0.00%	7		0.06835	0.4893	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.16%	612	0.00%	7		0.01535	0.1064	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	4.44%	45						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	30						
	% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	11.09%	13,529	9.55%	356		0.01686	0.9116	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.38%	258,505	4.17%	9,619		0.00188	-4.1841	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	10.71%	28						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	Bus	12.33%	3,999	11.70%	94		0.03431	0.1825	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	8.58%	15,611	6.39%	219		0.01906	1.1494	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	13.33%	45	0.00%	1		0.34369	0.3879	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	1						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	4.61%	1,193	0.00%	3		0.12123	0.3803	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.66%	151	33.33%	3		0.04729	-6.9085	NO
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	0.00%	33	0.00%	1		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	91	0.00%	2		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	9	0.00%	1		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	11.81%	288	0.00%	5		0.14555	0.8111	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	5.74%	1,393	0.00%	6		0.09519	0.6033	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	33.33%	9						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	19.05%	21	0.00%	3		0.24237	0.7859	YES

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A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	6.38%	439	0.00%	2		0.17318	0.3683	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.64%	778	0.00%	8		0.02840	0.2263	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	2						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	6.67%	15						
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	2.40	14,453	0.10	330	16.357	0.91063	2.5258	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	1.17	272,663	0.85	9,310	9.150	0.09643	3.3477	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	5.06	23			23.875			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Bus	1.59	4,756	0.24	44	11.551	1.74936	0.7717	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	1.62	18,329	1.10	178	10.974	0.82652	0.6339	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	1.29	65			4.675			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	23.62	3			39.271			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	246.50	1,075			437.388			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	16.61	183			44.932			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	86.64	71			172.501			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design	24.85	2			33.564			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	53.15	19			129.775			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	17.97	71			72.087			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX	68.77	5			71.751			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	0.49	13			0.358			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	7.22	259			33.759			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	3.16	586			20.835			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	9.99	18			21.392			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.77	29			0.291			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	35.20	597			107.669			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	2.58	612			20.777			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN	338.19	45			446.059			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	11.50	30			34.074			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			11.39	13				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			6.19	157				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Diagnostic			24.96	37				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			10.57	54				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Diagnostic			70.04	17				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			50.13	5				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	Diagnostic			18.78	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			19.25	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			41.78	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			27.41	7				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.26	233				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.65	7,218				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			2.08	12				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.77	71				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			3.50	15				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.11	849				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.07	4				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.82	59				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.32	6				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.33	24				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.95	5				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.15	18				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic			10.70	9				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			9.73	3				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic			1.87	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.39	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.38	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			9.77	4				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.55	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.27	229				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.90	3,311				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			2.08	12				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	65				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			3.50	15				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.14	755				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.07	4				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.86	58				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.32	6				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.33	24				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.95	5				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.15	18				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic			14.67	6				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			9.73	3				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic			1.87	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.39	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.38	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			9.77	4				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.97	3				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			2.90%	310				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			11.62%	8,596				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			11.36%	44				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			7.89%	190				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			0.00%	9				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			33.33%	6				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			0.00%	6				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			0.00%	6				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			98.80%	500				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			99.00%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%			93.33%	15				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			96.47%	170				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			81.25%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			85.71%	21				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			92.16%	51				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			90.41%	73				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	9				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	6.49%	46,382	2.35%	893		0.00832	4.9738	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	0.84%	20,290	0.59%	169		0.00704	0.3496	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	8.15%	5,435	10.39%	77		0.03140	-0.7129	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.78%	2,630	0.00%	11		0.04963	0.5592	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	2.83%	1,094	0.00%	16		0.04179	0.6781	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.87%	1,032	0.00%	12		0.02700	0.3230	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	6.80%	103	0.00%	1		0.25290	0.2687	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	7.06%	85	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	10.17%	482	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	5.46%	348	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	12.07%	439	0.00%	2		0.23091	0.5228	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	3.54%	311	0.00%	3		0.10716	0.3301	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.51%	1,844,412	3.01%	29,669		0.00093	-5.3355	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.10%	1,844,412	0.57%	29,669		0.00061	8.6423	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.33%	409,694	1.60%	4,822		0.00167	-1.6198	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.64%	409,694	0.23%	4,822		0.00116	3.5656	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	2.19%	49,929	0.21%	7,707		0.00181	10.9490	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	2.07%	49,929	0.16%	7,707		0.00176	10.8623	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.14%	71,102	0.17%	584		0.00158	-0.1668	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.12%	71,102	0.00%	584		0.00144	0.8321	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.59%	81,226	0.00%	131		0.00674	0.8810	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.43%	81,226	0.00%	131		0.00572	0.7486	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.30%	146,876	0.15%	1,322		0.00151	0.9773	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.21%	146,876	0.23%	1,322		0.00127	-0.1195	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	30.51	46,382	28.37	893	27.668	0.93473	2.2840	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	11.79	20,290	5.94	169	19.291	1.49005	3.9262	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	10.44	5,435	8.82	77	13.683	1.57029	1.0314	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	3.28	2,630	1.36	11	10.440	3.15421	0.6090	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	5.90	1,094	8.99	16	9.030	2.27391	-1.3561	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.48	1,032	2.55	12	5.553	1.61229	-0.0429	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	9.18	103	14.95	1	15.664	15.74029	-0.3663	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	4.39	85	0.00	0	6.320			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	12.11	482	0.00	0	17.164			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	5.72	348	0.00	0	50.531			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	12.36	439	1.65	2	17.589	12.46537	0.8590	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	4.06	311	3.21	3	9.595	5.56655	0.1544	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	19.19%	46,382	14.00%	893		0.01330	3.9017	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	15.41%	20,290	10.06%	169		0.02789	1.9176	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	13.47%	5,435	14.29%	77		0.03918	-0.2086	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	10.80%	2,630	27.27%	11		0.09377	-1.7568	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	28.15%	1,094	6.25%	16		0.11326	1.9340	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	17.05%	1,032	16.67%	12		0.10920	0.0355	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	16.50%	103	0.00%	1		0.37302	0.4425	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	8.24%	85	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	16.80%	482	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	8.91%	348	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	20.27%	439	0.00%	2		0.28493	0.7115	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	18.65%	311	0.00%	3		0.22596	0.8253	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	41.04%	30,388	42.98%	712		0.01865	-1.0375	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	21.79%	6,998	8.25%	97		0.04221	3.2091	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	7.39%	3,369	12.24%	49		0.03765	-1.2894	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	1.45%	1,100	0.00%	3		0.06922	0.2101	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	2.83%	1,094	0.00%	16		0.04179	0.6781	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.87%	1,032	0.00%	12		0.02700	0.3230	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	6.86%	102	0.00%	1		0.25406	0.2701	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	5.26%	76	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	10.47%	296	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	2.42%	165	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	11.85%	439	0.00%	2		0.22902	0.5172	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	3.54%	311	0.00%	3		0.10716	0.3301	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	TN (%)	BST - State	91.42%	$202,916,330	99.02%	$1,742,159		0.00021	-356.8148	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.24	1	2.98	1,918				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/TN (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			14.62%	23,570				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			23.08%	169				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			15.09%	53				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			17.65%	68				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			22.15%	456				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			13.21%	53				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			45.45%	11				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/TN (%)	Diagnostic			13.64%	198				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			13.07%	482				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic			8.43%	166				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			32.30%	3,954				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			13.33%	15				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			10.00%	10				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			45.00%	20				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			25.58%	86				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			29.63%	27				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			13.49%	126				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/TN (%)	Diagnostic			19.32%	88				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			35.16%	128				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic			21.88%	192				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			55.99%	459				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			28.85%	52				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			12.50%	8				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			100.00%	2				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			45.83%	24				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			48.98%	49				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			33.33%	3				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			40.91%	22				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			66.67%	6				Diagnostic
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			36.96%	92				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			32.81%	707				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			16.22%	37				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			22.69%	432				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/TN (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/TN (%)	>= 97% w in 1 hr			95.90%	3,463				NO
B.1.4.4	O-8	Combo Other/TN (%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 97% w in 1 hr			97.44%	39				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			87.50%	8				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr			58.33%	12				NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			73.53%	102				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr			71.43%	7				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 97% w in 1 hr			60.00%	5				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/TN (%)	>= 97% w in 1 hr			77.78%	27				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			68.18%	66				NO
B.1.4.16	O-8	INP Standalone/TN (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/TN (%)	>= 97% w in 1 hr			100.00%	14				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			96.30%	1,299				YES
B.1.7.4	O-8	Combo Other/TN (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.7	O-8	Line Sharing/TN (%)	>= 85% w in 10 hrs			91.67%	12				YES
B.1.7.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			73.91%	23				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			87.50%	8				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			100.00%	18				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/TN (%)	>= 85% w in 10 hrs			85.00%	20				YES
B.1.7.15	O-8	Other Non-Design/TN (%)	>= 85% w in 10 hrs			97.83%	46				YES
B.1.7.16	O-8	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/TN (%)	>= 85% w in 10 hrs			90.91%	44				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			96.93%	261				YES
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			100.00%	26				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs			75.00%	4				NO
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			100.00%	35				YES
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			99.15%	234				YES
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.17	O-14	LNP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	99				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			98.20%	20,064				YES
B.1.9.4	O-9	Combo Other/TN (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 3 hrs			96.88%	128				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			95.00%	40				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			100.00%	61				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			97.55%	367				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	47				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 95% w in 3 hrs			100.00%	4				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/TN (%)	>= 95% w in 3 hrs			98.21%	168				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			87.22%	407				NO
B.1.9.16	O-9	INP Standalone/TN (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/TN (%)	>= 95% w in 3 hrs			100.00%	149				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			91.23%	3,183				YES
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			92.86%	14				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	8				YES
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			91.67%	12				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			92.96%	71				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			95.65%	23				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			96.43%	112				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/TN (%)	>= 85% w in 10 hrs			93.33%	75				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			86.36%	88				YES
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			92.90%	155				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			95.85%	193				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			91.89%	37				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	7				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs								
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			100.00%	15				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	22				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs			91.67%	12				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs			66.67%	3				NO
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			100.00%	59				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			99.79%	480				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	24				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.70%	337				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.50%	18,718				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.90%	4,852				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	135				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			94.12%	34				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	23				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			83.33%	30				NO
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	53				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	15				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			99.28%	278				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			98.31%	178				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			98.11%	53				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	5				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			66.67%	6				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			98.96%	96				YES
B.1.14.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			96.08%	102				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			98.09%	209				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			93.41%	273				NO
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			98.94%	94				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			97.22%	72				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.79%	1,907				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.80%	2,047				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	10				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	6				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			50.00%	4				NO
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	15				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	56				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	30				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	27				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	50				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	76				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			100.00%	45				YES
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	43				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	31				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			97.94%	97				YES

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B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			100.00%	140				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	52				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	3				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			95.21%	459				YES
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			94.23%	52				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	8				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	5				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	2				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	24				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			89.80%	49				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%			100.00%	2				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%			66.67%	3				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			95.45%	22				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			100.00%	6				YES
B.1.16.14	O-11	Other Design/TN (%)	>= 95%			100.00%	92				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			98.44%	707				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			78.38%	37				NO
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			98.61%	432				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			98.67%	18,625				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.77%	4,847				YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			99.26%	135				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			81.25%	32				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			91.30%	23				NO
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			84.00%	25				NO
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			92.45%	53				NO
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			93.33%	15				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			90.94%	276				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			96.57%	175				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			96.15%	52				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			60.00%	5				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			50.00%	4				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			94.74%	95				NO
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.96%	98				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			97.56%	205				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	255				YES
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			97.85%	93				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			65.71%	70				NO

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			92.33%	1,903				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			87.47%	2,043				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	10				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			80.00%	5				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	6				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	15				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			89.29%	56				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			93.33%	30				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			85.19%	27				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			68.00%	50				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			53.95%	76				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			86.67%	45				NO
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	43				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			93.55%	31				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			95.79%	95				YES
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			57.14%	140				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			46.15%	52				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	3				YES
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			94.97%	437				NO
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			89.80%	49				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	8				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			80.00%	5				NO
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	2				YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			95.83%	24				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			97.73%	44				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%			100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%			50.00%	2				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	21				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			83.33%	6				NO
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			90.22%	92				NO
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			97.41%	696				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			93.10%	29				NO
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			97.42%	426				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.01	16,886			10.165			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.91	278,810			1.466			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	11.45	68			14.884			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.42	4			1.751			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	21.31	873			24.053			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	R&B	6.01	17,396	2.87	237	10.154	0.66405	4.7234	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	0.91	280,035	0.94	5,736	1.507	0.02010	-1.4385	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	141,024	0.33	2,726	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.50	139,011	1.49	3,010	1.972	0.03633	0.2187	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	13.56	84	4.50	2	19.191	13.73080	0.6595	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.01	65	4.00	1	16.580	16.70745	0.1802	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	14			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	8.84	51	4.00	1	18.330	18.50845	0.2617	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	7.29	18,774	11.38	24	12.311	2.51455	-1.6226	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	7.29	18,774			12.311			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	20.49	201			21.415			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	20.49	201			21.415			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	13.56	281	11.37	27	9.737	1.96184	1.1161	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	2.61	372			3.743			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI	11.00	2			4.243			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI	0.67	2			0.471			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	2.70	1,556	3.00	3	2.966	1.71426	-0.1738	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	2.32	2,421	2.24	49	0.635	0.09167	0.8610	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	10.00	5			12.288			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail	105.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	6.01	17,396	5.48	64	10.154	1.27159	0.4145	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.01	17,396			10.154			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.01	16,886	3.59	22	10.165	2.16852	1.1156	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.49	138,258	4.00	1	1.913	1.91305	-1.3117	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	11.45	68			14.884			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	2.50	2			2.121			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	6.01	17,396			10.154			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.01	17,396			10.154			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.01	16,886			10.165			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.49	138,258			1.913			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	11.45	68			14.884			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	2.50	2			2.121			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	6.01	17,396	5.00	25	10.154	2.03227	0.4977	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.01	17,396			10.154			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	13.56	84			19.191			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.01	16,886			10.165			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.49	138,258			1.913			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	11.45	68			14.884			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	2.50	2			2.121			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	23.50	1,378			21.914			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	13.32	220			9.648			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	25.46	117			21.620			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design	8.25	12			6.032			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	6.01	17,396			10.154			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	0.91	280,035			1.507			

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B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	13.56	84			19.191			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.01	65			16.580			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.01	16,886	0.33	3	10.165	5.86908	0.9672	YES
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.91	278,810	1.11	3	1.466	0.84650	-0.2408	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	11.45	68			14.884			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.42	4			1.751			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.01	16,886	0.33	2	10.165	7.18792	0.7898	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.91	278,810	0.50	487	1.466	0.06650	6.0884	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	11.45	68			14.884			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.42	4	0.33	2	1.751	1.51612	0.7145	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	5.44	2,166	7.27	82	7.795	0.87695	-2.0880	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	2.71	3,076			2.884			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	4.75	4			4.193			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	105.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	19.39	252	6.37	142	22.181	2.32747	5.5969	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	9.64	136			12.364			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	32.19	43			22.949			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	10.99	29			15.053			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			5.31	59				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	7.59	128			5.717			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	16.42	19			21.070			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice	7.67	3			8.145			
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	R&B	7.59	128	11.00	1	5.717	5.73929	-0.5935	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	16.42	19	6.00	1	21.070	21.61685	0.4821	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	7.73	134	0.00	0	5.956			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (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/TN (days)	R&B&D - Disp	15.90	20	0.00	0	20.640			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	6.22	9	0.00	0	6.610			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (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/TN (days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	11.00	5	0.00	0	11.292			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI								

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B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	6.22	9	0.00	0	6.610			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	7.59	128	0.00	0	5.717			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (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/TN (days)	R&B - Disp	16.42	19	0.00	0	21.070			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	7.59	128	0.00	0	5.717			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (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/TN (days)	R&B (POTS) excl SB Or	16.42	19	0.00	0	21.070			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (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/TN (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/TN (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/TN (days)	R&B - Disp	7.59	128			5.717			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	16.42	19			21.070			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (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/TN (days)	R&B (POTS) excl SB Or	7.59	128	0.00	0	5.717			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	16.42	19	0.00	0	21.070			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (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/TN (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/TN (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/TN (days)	R&B - Disp	7.59	128	0.00	0	5.717			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (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/TN (days)	R&B - Disp	16.42	19	0.00	0	21.070			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	7.59	128	0.00	0	5.717			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	16.42	19	0.00	0	21.070			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (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/TN (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/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	10.67	6			10.132			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	6.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	7.59	128			5.717			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	16.42	19			21.070			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	7.59	128	0.00	0	5.717			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	16.42	19	0.00	0	21.070			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						

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B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	7.59	128	0.00	0	5.717			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	16.42	19	0.00	0	21.070			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (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/TN (days)	Digital Loop < DS1	7.93	14	0.00	0	8.471			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (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/TN (days)	Digital Loop < DS1	3.00	1	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0	9.80	5				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (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/TN (days)	Digital Loop >= DS1	6.00	1	0.00	0	0.000			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.49%	310,637						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	41.10%	1,056						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.49%	312,455	0.11%	20,967		0.00050	7.5978	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	9.13%	21,793						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	3.13%	4,125	0.00%	61		0.02245	1.3930	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	5.52%	1,014	16.13%	31		0.04165	-2.5466	NO
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	3.13%	4,125	0.00%	1		0.17407	0.1797	YES
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.49%	312,455	9.82%	112		0.00663	-14.0644	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.90%	170,145	8.16%	49		0.01348	-5.3900	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.49%	312,455						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.90%	170,145						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.49%	312,455	1.18%	85		0.00761	-0.8956	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.90%	170,145						
B.2.5.14	P-2	Other Design/TN (%)	Design	23.28%	1,929						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.49%	312,455						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.49%	310,637						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.49%	310,637	0.00%	249		0.00444	1.1090	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	4.53%	5,385	5.62%	89		0.02223	-0.4890	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	29.17%	569	72.78%	180		0.03887	-11.2171	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			2.75%	327				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			43.33%	30				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			13.33%	15				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	50				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			7.69%	13				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic			0.00%	7				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	256				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			11.11%	18				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			46.15%	26				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/TN (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)	>= 48 hrs			102.07	20				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			389.49	5				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			222.31	11				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			155.29	3				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs			168.52	1				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/TN (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/TN (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/TN (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)	>= 48 hrs			389.49	5				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			193.13	131				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
B.2.9.1	P-2	Switch Ports/TN (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)	Diagnostic			181.11	6				Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			332.52	11				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic			211.18	2				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)	Diagnostic			132.03	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)	Diagnostic			211.18	2				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			201.67	12				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B.2.10.1	P-2	Switch Ports/TN (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/TN (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/TN (%)	95% >= 48 hrs			100.00%	20				YES
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.7	P-2	Line Sharing/TN (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN (%)	95% >= 48 hrs			81.82%	11				NO
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN (%)	95% >= 48 hrs								

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B.2.10.17	P-2	LNP (Standalone)/TN (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/TN (%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			100.00%	131				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			66.67%	6				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	11				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			100.00%	12				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/TN (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/TN (%)	>= 95% w in 15 min			96.76%	247				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	64				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	9				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	64				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	9				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	64				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	9				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/TN (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (minutes)	Diagnostic			117.20	5				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			1.37%	219				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)	<= 5%			0.00%	2				YES
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%			0.00%	1				YES
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.13%	19,243						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	291,471						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	7.87%	89						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	1.37%	873						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	6.00%	19,759	5.35%	374		0.01239	0.5242	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.04%	292,699	0.05%	20,915		0.00015	-0.3453	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	141,103	0.00%	2,747		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.08%	151,596	0.06%	18,168		0.00023	1.2165	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	7.62%	105	0.00%	2		0.18938	0.4023	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	66	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	14						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	52	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.92%	21,196	0.00%	30		0.04310	1.3725	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	5.92%	21,196						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	4.82%	228						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	4.82%	228						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.12%	1,659	1.35%	74		0.02620	1.4400	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,460						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	25.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	4.11%	487	2.86%	35		0.03473	0.3598	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.19%	528						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.12%	1,659	0.00%	3		0.12741	0.4021	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,460	1.96%	51		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	25.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.00%	19,759	0.86%	116		0.02211	2.3226	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.00%	19,759						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.13%	19,243	2.00%	50		0.03397	1.2163	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	150,840	0.00%	1		0.02878	0.0288	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	7.87%	89						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.00%	19,759						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.00%	19,759						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.13%	19,243						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	150,840	0.00%	1		0.02878	0.0288	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	7.87%	89						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.00%	19,759	1.14%	88		0.02537	1.9162	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.00%	19,759						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.62%	105						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.13%	19,243	0.00%	1		0.23992	0.2556	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	150,840						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	7.87%	89						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	4.80%	1,437						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	2.67%	225						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	2.44%	123						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	12						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	6.00%	19,759						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.04%	292,699						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	7.62%	105						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	66						

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B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.13%	19,243	0.00%	3		0.13853	0.4427	YES
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	291,471	0.00%	3		0.01195	0.0359	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	7.87%	89						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.13%	19,243	0.00%	3		0.13853	0.4427	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	291,471	0.00%	495		0.00093	0.4605	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	7.87%	89						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.77%	2,283	1.92%	104		0.02138	1.3337	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.03%	3,105						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	25.00%	4						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.14%	255	7.25%	193		0.01663	-2.4751	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	1.46%	137						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	4.44%	45						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	30						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.37%	17,528						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.68%	274,116						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	12.33%	73						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	2						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	8.34%	1,019						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3	0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	11.35%	17,863	14.33%	342		0.01731	-1.7211	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.68%	276,311	3.39%	9,853		0.00193	1.5011	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.37%	133,339	3.15%	2,797		0.00345	0.6395	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.97%	142,972	3.49%	7,056		0.00238	2.0366	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	14.81%	81	0.00%	3		0.20887	0.7093	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.64%	47						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	20.00%	10						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	8.11%	37						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	10.83%	19,481	15.79%	38		0.05046	-0.9826	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	10.83%	19,481						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	14.29%	84						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	14.29%	84						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.65%	1,655	3.66%	82		0.02383	0.4172	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.24%	2,187						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	3						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	50.00%	2						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	7.45%	282	8.06%	62		0.03682	-0.1677	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.83%	600						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI	0.00%	1						
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.65%	1,655	14.29%	7		0.07978	-1.2075	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.24%	2,187	22.92%	48		0.02159	-9.5747	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	3						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	50.00%	2						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.35%	17,863	3.85%	130		0.02792	2.6868	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.35%	17,863						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.37%	17,528	6.12%	49		0.04541	1.1556	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.97%	141,246						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	12.33%	73						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.35%	17,863						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.35%	17,863						

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B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.37%	17,528						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.97%	141,246						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	12.33%	73						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.35%	17,863	6.90%	87		0.03409	1.3057	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.35%	17,863						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	14.81%	81						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.37%	17,528						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.97%	141,246	0.00%	1		0.19531	0.2034	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	12.33%	73						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	5.13%	1,618						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	2.29%	218						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	3						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	11.35%	17,863						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.68%	276,311						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	14.81%	81						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.64%	47						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.37%	17,528						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.68%	274,116						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	12.33%	73						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	2						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.37%	17,528	0.00%	1		0.31746	0.3582	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.68%	274,116	0.00%	470		0.00869	4.2336	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	12.33%	73						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	2	0.00%	5		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	5.09%	2,062	5.88%	136		0.01946	-0.4060	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	1.91%	2,881						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	50.00%	2						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.52%	398	18.92%	185		0.01639	-9.3952	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	224						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	1						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	6.67%	15						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.20	19,209			15.312			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.20	290,992			9.276			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.27	88			12.767			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	23.62	3			39.271			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	93.56	871			222.368			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	2.25	19,725	0.24	292	15.580	0.91849	2.1955	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.20	292,219	0.83	20,676	9.338	0.06720	5.6217	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	1.29	140,761	0.76	2,561	10.201	0.20339	2.6238	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	1.12	151,458	0.84	18,115	8.457	0.06649	4.2978	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	2.44	104	0.02	1	12.336	12.39522	0.1957	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.80	65			8.467			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	5.51	14			18.268			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	0.78	51			0.273			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	15.65	21,159			114.732			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	15.65	21,159			114.732			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	97.33	227			252.733			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	97.33	227			252.733			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	5.20	1,659	11.15	63	63.709	8.17756	-0.7268	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.96	2,460			4.452			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	11.22	4			22.253			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.22	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	18.85	487	26.09	30	82.222	15.46712	-0.4683	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	2.52	528			20.846			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	5.20	1,659			18.200			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.96	2,460	1.07	1	4.452	4.45261	-0.0244	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	11.22	4			22.253			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.22	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.25	19,725	26.78	105	44.299	4.33464	-5.6580	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.25	19,725			15.580			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.20	19,209	0.24	48	15.312	2.21280	0.8832	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.12	150,703	0.02	1	8.410	8.40996	0.1309	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.27	88			12.767			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.63	1			0.000			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.25	19,725			15.580			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.25	19,725			15.580			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.20	19,209			15.312			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.12	150,703			8.410			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.27	88			12.767			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.63	1			0.000			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.25	19,725	12.75	83	43.658	4.80220	-2.1867	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.25	19,725			15.580			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.44	104			12.336			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.20	19,209			15.312			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.12	150,703			8.410			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.27	88			12.767			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.63	1			0.000			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	199.87	1,434			393.173			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	21.99	225			58.750			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	177.56	123			322.537			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design	31.49	12			50.534			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	2.25	19,725			15.580			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.20	292,219			9.338			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	2.44	104			12.336			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.80	65			8.467			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.20	19,209			15.312			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.20	290,992			9.276			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.27	88			12.767			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	23.62	3			39.271			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.20	19,209	0.16	2	15.312	10.82752	0.1881	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.20	290,992	0.71	248	9.276	0.58926	0.8263	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.27	88			12.767			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	23.62	3	0.75	1	39.271	45.34592	0.5044	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	16.28	2,282	16.68	89	83.410	9.01225	-0.0447	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.71	3,105			13.750			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	11.22	4			22.253			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.22	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	128.70	254	38.86	163	267.760	26.87217	3.3431	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	10.17	137			27.864			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	338.19	45			446.059			

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B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	11.50	30			34.074			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic			20.09	82				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			6.78	240				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			4.97	186				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			12.98	54				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			40.73	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			27.10	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic			27.10	1				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic			48.50	30				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic			19.99	11				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			33.79	5				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.02	3				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			3.77	50				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			90.47	11				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.82	2				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic			13.80	1				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.55	5				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic

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B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic			21.89	3				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			55.68	4				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			3.48	249				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.71	7				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			24.33	15				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			54.95	30				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.87	106				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.10	3,987				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			1.84	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.89	39				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.42	7				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.89	32				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.35	11				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.05	1				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.64	123				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			5.86	43				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.43	79				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.96	57				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.65	1,222				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.29	3				Diagnostic

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B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.10	2				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.17	16				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.74	6				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.99	1				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.66	21				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic			1.95	2				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.78	121				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.22	5				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.59	18				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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Total Service Order Cycle Time - Non-Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.38	22				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.45	29				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.83	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.75	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.31	12				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.16	6				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			14.20	1				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.02	5				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.05	2				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.62	2				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.71	235				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.35	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.56	6				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.39	15				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.87	105				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.21	3,455				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			1.84	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.20	28				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			12.29	5				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.05	28				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.35	11				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.05	1				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.64	123				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.29	30				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.61	69				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.02	52				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.60	1,163				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.97	2				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			13.13	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.41	10				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.74	6				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.99	1				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.74	20				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic			1.95	2				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.78	121				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.36	3				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.59	18				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.39	21				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.47	28				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.83	1				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.75	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.31	12				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.46	4				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			14.20	1				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.79	4				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.05	2				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.86	1				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.71	234				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.33	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.56	4				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.34	14				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/TN (%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic			12.20%	246				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			10.65%	5,821				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			0.00%	24				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			1.69%	59				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic			0.00%	27				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	50				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			15.49%	71				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			4.35%	23				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic			46.34%	41				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			5.67%	494				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			1.22%	82				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic			2.80%	143				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			100.00%	58				YES
B.2.33.2	P-8	xDSL Other/TN (%)	>= 95% of requests								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	220				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			91.11%	90				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	21				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			94.12%	17				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			97.60%	250				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			99.43%	350				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			98.98%	98				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			98.99%	99				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	R&B (POTS)	6.67%	51,817						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.06%	22,920						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	533	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.35%	288	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	6.70%	52,295	7.49%	1,669		0.00622	-1.2724	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.13%	23,267	1.88%	478		0.00488	-1.5522	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	6.66%	53,935	0.00%	36		0.04158	1.6026	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	6.66%	53,935	0.00%	15		0.06440	1.0347	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	39.61%	813	6.67%	30		0.09093	3.6227	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.38%	1,305	0.00%	5		0.06823	0.3481	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	14.13%	375	6.06%	33		0.06325	1.2762	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	4.01%	274	0.00%	6		0.08101	0.4956	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	39.61%	813	0.00%	4		0.24514	1.6157	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.38%	1,305	16.67%	12		0.04416	-3.2361	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	6.70%	52,295	2.04%	343		0.01354	3.4393	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	6.70%	52,295	0.00%	49		0.03573	1.8747	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	6.65%	51,693	0.00%	4		0.12459	0.5338	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.07%	21,018	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	5.55%	1,640	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.82%	1,429	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	6.70%	52,295	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.13%	23,267	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	6.67%	51,817						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.06%	22,920						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	2.30%	2,254,106						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.02%	2,254,106						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	2.33%	22,841	0.00%	152		0.01243	1.8771	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	1.26%	22,841	0.00%	152		0.00914	1.3798	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	2.20%	2,372,335	1.64%	101,797		0.00048	11.8856	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	0.98%	2,372,335	0.47%	101,797		0.00032	16.1270	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.96%	2,747,468	7.88%	457		0.00655	-9.0232	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.96%	2,747,468	3.28%	457		0.00655	-2.0126	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.41%	57,459	1.39%	2,161		0.00261	0.1023	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.27%	57,459	0.23%	2,161		0.00330	6.1769	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	1.77%	21,140	1.61%	2,056		0.00308	0.5487	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	1.30%	21,140	0.29%	2,056		0.00263	3.8185	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.41%	57,459	0.57%	699		0.00453	1.8617	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.27%	57,459	1.72%	699		0.00573	0.9668	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	2.20%	2,372,335	0.83%	41,271		0.00074	18.6292	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	2.20%	2,372,335	0.12%	41,271		0.00074	28.2927	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	2.29%	2,254,106	0.81%	494		0.00681	2.1772	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.93%	2,254,106	0.00%	494		0.00435	2.1460	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.44%	375,133	0.00%	286		0.00391	1.1178	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.38%	375,133	0.00%	286		0.00365	1.0434	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	2.20%	2,372,335	0.00%	903		0.00494	4.4607	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	0.98%	2,372,335	0.00%	903		0.00330	2.9754	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	2.30%	2,254,106						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.02%	2,254,106						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	28.40	51,817			27.251			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	10.81	22,920			18.689			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	3.79	533	0.00	0	2.759			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.74	288	0.00	0	3.192			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	28.25	52,295	14.62	1,669	27.223	0.67691	20.1361	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	10.73	23,267	3.68	478	19.553	0.90347	7.8108	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	27.63	53,935	4.63	36	27.122	4.52177	5.0860	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	27.63	53,935	0.83	15	27.122	7.00374	3.8263	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	31.51	813	11.11	30	39.080	7.26538	2.8086	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	2.20	1,305	2.36	5	13.576	6.08321	-0.0267	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	13.49	375	9.60	33	18.734	3.40170	1.1459	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	4.17	274	2.33	6	10.140	4.18477	0.4410	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	31.51	813	12.00	4	39.080	19.58782	0.9961	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	2.20	1,305	21.75	12	13.576	3.93717	-4.9662	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	28.25	52,295	7.69	343	27.223	1.47473	13.9426	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	28.25	52,295	2.15	49	27.223	3.89085	6.7096	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	28.41	51,693	11.75	4	27.254	13.62753	1.2227	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	11.45	21,018	0.00	0	19.144			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	7.77	1,640	0.00	0	12.358			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	3.04	1,429	0.00	0	7.071			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	28.25	52,295	0.00	0	27.223			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	10.73	23,267	0.00	0	19.553			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	28.40	51,817			27.251			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	10.81	22,920			18.689			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	18.59%	51,817						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	14.88%	22,920						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	22.70%	533	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	25.00%	288	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	18.57%	52,295	12.22%	1,669		0.00967	6.5674	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	14.80%	23,267	10.46%	478		0.01641	2.6437	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	18.78%	53,935	52.78%	36		0.06511	-5.2222	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	18.78%	53,935	33.33%	15		0.10085	-1.4435	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	27.55%	813	6.67%	30		0.08306	2.5145	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	28.05%	1,305	0.00%	5		0.20128	1.3934	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	21.07%	375	21.21%	33		0.07404	-0.0196	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	18.61%	274	0.00%	6		0.16063	1.1588	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	27.55%	813	50.00%	4		0.22394	-1.0024	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	28.05%	1,305	33.33%	12		0.13027	-0.4059	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	18.57%	52,295	9.04%	343		0.02107	4.5263	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	18.57%	52,295	6.12%	49		0.05558	2.2401	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	18.58%	51,693	0.00%	4		0.19446	0.9552	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	15.11%	21,018	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	25.24%	1,640	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	16.72%	1,429	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	18.57%	52,295	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	14.80%	23,267	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	18.59%	51,817						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	14.88%	22,920						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	37.68%	33,757						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	19.03%	8,098						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	533	0.00%	0				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.35%	288	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	37.45%	34,048	14.05%	1,110		0.01476	15.8488	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	18.70%	8,253	2.70%	296		0.02306	6.9344	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	35.98%	35,688	0.00%	36		0.08003	4.4962	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	35.98%	35,688	0.00%	15		0.12395	2.9031	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	39.61%	813	6.67%	30		0.09093	3.6227	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.38%	1,305	0.00%	5		0.06823	0.3481	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	13.87%	375	6.06%	33		0.06275	1.2439	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	4.01%	274	0.00%	6		0.08101	0.4956	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	39.61%	813	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.38%	1,305	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	37.45%	34,048	2.04%	343		0.02626	13.4818	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	37.45%	34,048	0.00%	49		0.06919	5.4125	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	37.69%	33,756	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	19.04%	8,094	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	5.55%	1,640	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.82%	1,429	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	37.45%	34,048	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	18.70%	8,253	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	37.68%	33,757						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	19.03%	8,098						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	TN (%)	BST - State	91.42%	$202,916,330	99.98%	$2,736,136		0.00017	-502.0429	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.24	1	3.32	1,713				NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/TN (%)	Diagnostic			66.67%	27				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	18				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	26				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	20				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/TN (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/TN (days)	Parity w Retail	21.70	47	12.95	19	11.913	3.23856	2.7033	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	50	0.00%	15		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/TN (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/TN (%)	Parity w Retail	2.13%	47	0.00%	19		0.03923	0.5423	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	1,660	0.00%	1,576		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	103.65	47	63.76	19	224.945	61.15370	0.6522	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			13.73	16				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			0.00%	19				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	205				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	125				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	2				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	15				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	9	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	186,789	0.00%	52,993		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	186,789	0.00%	52,993		0.00003	0.8580	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/TN (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	0.66	9	6.65	1	1.041	1.09696	-5.4595	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	11.11%	9	0.00%	1		0.33127	0.3354	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	9	0.00%	1		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN (%)	BST - State	91.42%	$202,916,330	99.38%	$1,987,979		0.00020	-398.5600	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.47	1	4.30	9,590				YES
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)	>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%			99.96%					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%			99.97%					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%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.96%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			100.00%					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%			99.31%					NO
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					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	2.71	1,875,902	1.67	432,083				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.67	432,833				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	1.06	290,626				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	1.06	290,626				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.77	951,947	1.03	112,631				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.58	347,815	1.03	112,631				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	2.84	901				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	2.84	901				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	1.76	1,451,266				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	1.76	1,451,266				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	3.38	41,314				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	3.38	41,314				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	0.58	91,791				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	0.58	91,791				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	2.71	1,875,902	1.42	398,855				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.42	398,855				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	2.19	107,368				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	2.19	107,368				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			0.60	1,022				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.60	1,022				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.77	951,947	1.54	30,206				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.58	347,815	1.54	30,206				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	0.89	243,141				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	0.89	243,141				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	2.49	674,657				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	2.49	674,657				YES
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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%			99.94%					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%			99.75%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			99.90%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			99.93%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
		Average Response Interval <= 4 Seconds									
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	96.26%	1,743,341	96.07%	134,999		0.00054	3.3961	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.49%	53,883	3.63%	2,808		0.00302	-3.7704	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.30%	32,203	8.61%	5,761		0.00290	-14.8310	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.70%	1,743,263	99.66%	138,543		0.00015	2.3171	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.64%	1,277,836	97.39%	80,801		0.00055	4.5916	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.26%	117,343	99.17%	7,127		0.00104	0.8603	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	37.13%	6,874	22.75%	167		0.03784	3.7980	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.89%	224,543	99.94%	19,073		0.00025	-2.0246	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	86.40%	65,839	85.56%	5,057		0.00500	1.6674	NO
		Average Response Interval <= 10 Seconds									
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.15%	1,743,341	99.46%	134,999		0.00026	-12.0851	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	76.03%	53,883	83.37%	2,808		0.00826	-8.8777	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	65.56%	32,203	43.46%	5,761		0.00680	32.4990	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.83%	1,743,263	99.83%	138,543		0.00011	0.3690	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.82%	1,277,836	99.63%	80,801		0.00015	12.2289	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.35%	117,343	99.44%	7,127		0.00098	-0.8832	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.29%	6,874	99.40%	167		0.00659	-0.1731	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.99%	224,543	100.00%	19,073		0.00007	-1.2823	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.70%	65,839	99.58%	5,057		0.00080	1.4334	YES
		Average Response Interval > 10 Seconds									
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.85%	1,743,341	0.54%	134,999		0.00026	12.0851	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	23.97%	53,883	16.63%	2,808		0.00826	8.8777	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	34.44%	32,203	56.54%	5,761		0.00680	-32.4990	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.17%	1,743,263	0.17%	138,543		0.00011	-0.3690	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.18%	1,277,836	0.37%	80,801		0.00015	-12.2289	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.65%	117,343	0.56%	7,127		0.00098	0.8832	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	72.09%	6,642	64.04%	712		0.01769	4.5462	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.71%	6,874	0.60%	167		0.00659	0.1731	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	85.89%	64,344	77.74%	5,817		0.00477	17.0999	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.01%	224,543	0.00%	19,073		0.00007	1.2823	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.30%	65,839	0.42%	5,057		0.00080	-1.4334	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/TN (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical Caged/TN (calendar days)	<= 30 days			10	3				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			5	4				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)	<= 90 days			6	2				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days			5	3				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	5				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			89.52%	187,816				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			76.17%	4,864				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			87.94%	262,979				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			82.63%	203,468				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			54.74%	6,768				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			80.79%	286,283				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/TN (%)	>= 95% w in 3 bus days			0.00%	1				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			99.52%	836				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 5 bus days			100.00%	5				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days			25.00%	4				NO
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	282.45	6,382,181	40.05	44,308				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	53.70	2,241,269	24.35	101,422				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			4.26					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			84.20%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			4.42					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			86.60%					PBD

BellSouth Monthly State Summary
Tennessee, August 2002

			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	TN (hours)	PBD			1.97	2,162				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			96.59%	283,499				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,162				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.70%	3,330	99.34%	26,909		0.00101	3.5564	NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.00%	55,284	97.94%	619,230,222		0.00042	24.9559	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.65%	55,284	99.98%	619,230,222		0.00025	-13.1550	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.34	55,284	2.21	619,230,222				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	82.56%	$8,501,392	99.20%	$161,842		0.00228	-72.9493	YES
F.9.5.2	B-7	UNE/TN (%)	>= 90%			98.56%	$271,733				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			98.54%	$1,560				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	84.67%	$12,281,556	98.73%	$272,424		0.00178	-78.8796	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			98.46%	$362,355				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			98.78%	$89,793				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	TN (%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	TN (%)	>= 95% w in 5 days			100.00%	1				YES
	Average Documentation Release Delay Days										
F.10.5	CM-4	TN (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	TN (%)	>= 97% w in 15 min			100.00%	19				YES
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6A	Region (%)	>= 95% w in 10 days			100.00%	4				YES
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6B	Region (%)	>= 95% w in 30 days								
	% Software Errors Corrected within 45 Business Days										
F.10.9	CM-6C	Region (%)	>= 95% w in 45 days								
	% Change Requests Accepted or Rejected within 10 Business Days										
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	7				YES

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	% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8	Region (%)	Diagnostic			71.43%	7				Diagnostic
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9A	Region (number)	= 0 Defects								
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9B	Region (number)	= 0 Defects			3					NO
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9C	Region (number)	= 0 Defects			4					NO
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%			0.00%	100				YES
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11A	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11B	Region (%)	>= 95% w in 60 days								
	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%	8				YES
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	6				YES
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	2				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.95%	194,313				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	422,794				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.94%	194,435				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	422,795				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.51	22	0.51	22				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	4.20	24	4.13	24				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			99.48%	1,143				YES
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			99.66%	892				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			98.56%	348				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	82				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	379	2	289	2				YES