



0112 LSR counts
comparison.xls...

----- Original Message -----

From: "Don Charles" <edcharles@worldnet.att.net>
To: "Roadrunner ID" <edwardcharles@mediaone.net>
Sent: Tuesday, February 12, 2002 1:25 PM
Subject: copy of question submitted to PMAP help

> I would appreciate some help in understanding why different PMAP
reports
> which purport to contain counts of LNP LSRs for a given month often
show
> very different results. For example, in December, the LNP LSR counts
for
> OCN 7170 is shown in the LNP Flow Through Aggregate Report as 2526
(Total
> Mech LSRs for Company Name 3). However, the LNP LSR count shown in
the
LNP
> % Rejected Service Requests, FOC & Reject Response Completeness and
Percent
> Rejected Service Requests reports (each) is 1859. All attempts to
count
the
> LNP LSRs in what are believed to be the appropriate raw data files
(namely;
> "LNP Reject Interval & % Reject by Interval", "Rej Interval & % Rej by
> Interval" and "Rej Interval & % Rej by Interval II") yield a single
> result--2207, which is different from both numbers listed above.
>
> Thank you,
>
> Don Charles
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>
>

May 17, 2002

VIA FACSIMILE AND MAIL

Jim Schenk
BellSouth Telecommunications, Inc.
600 North 19th Street
8th Floor
Birmingham, Alabama 35203

RE: BellSouth's Responsiveness to Performance Measures Questions

Dear Jim:

The purpose of this letter is to address the continuing inadequacy and lengthy delays of BellSouth's responses to performance measurement issues initiated by AT&T.

Prior to January, 2002, AT&T filtered all performance measurement questions and data integrity issues through the AT&T BellSouth Account Team. During 2000 and 2001 AT&T experienced lengthy delays on BellSouth responses to AT&T inquiries. For example, during the last half of 2000 it took an average of almost 6 weeks to respond to data integrity questions raised by AT&T. In 2001 the average length of time that AT&T waited on responses from the BellSouth Account Team increased to over 7 weeks with one response taking 24 weeks.

In January of this year BellSouth reorganized its support of CLECs. The new CLEC Care organization directed AT&T to send all future performance measurement related questions and concerns to the BellSouth PMAP team. Since then, AT&T has been sending data integrity questions and requests for root cause analysis of the performance data to Phil Porter, Manager – CLEC Interface Performance Measures. While BellSouth promptly responded to some initial simple performance questions posed by AT&T, Phil Porter indicated in March that all future responses from his team are to be filtered through BellSouth's External Response Team (ERT). Since that time, BellSouth's responses have been untimely and the less than substantive.

In Attachment 1 you will find the chronology of an AT&T Broadband data integrity issue that was initiated on February 12, 2002 by E.D. Charles Analytics on behalf of AT&T. More than three months has passed and AT&T still has not received a satisfactory explanation from BellSouth that answers the original data integrity

questions. BellSouth responded to AT&T's initial questions after only two days, since the response did not follow BellSouth's ERT process. While the document that BellSouth provided was somewhat helpful, it contained some incorrect information and did not adequately address all of AT&T's issues. E.D. Charles Analytics then followed up with clarifying questions to BellSouth on February 20, 2002. Over 8 weeks passed before a response was received from BellSouth. The second response was grossly inadequate. On May 10, 2002, E.D. Charles Analytics replied to BellSouth reiterating the questions that had not been answered sufficiently and expressing disappointment in the quality of the answers provided by BellSouth given the lengthy response time. On May 21, 2002, Phil Porter wrote, "it is not possible for BellSouth to provide 'an estimate of the date when BellSouth will provide a complete and detailed response' to [E.D. Charles Analytics] May 10, 2002, letter."

This AT&T Broadband data integrity issue is just one example of the lengthy delays and inadequate responses consistently experienced by AT&T during the past two years. Despite a new BellSouth interface for performance measurement issues, AT&T continues to struggle to get accurate and timely answers to data integrity and performance questions. I believe BellSouth would agree that the process of providing AT&T with sufficient and timely responses is not working. I am requesting your involvement to get AT&T prompt, substantive and complete answers to the long outstanding issues described above. Additionally, please advise AT&T of what BellSouth is doing to improve the quality and timeliness of responses to CLEC performance measurement issues.

Sincerely,

cc: Greg Terry

June 25, 2002

VIA FACSIMILE AND MAIL

Phillip W. Porter
Manager
BellSouth Telecommunications, Inc.
Interconnection Operations
675 West Peachtree Street, N.E.
Suite 3F42
Atlanta, Georgia 30375

RE: BellSouth's Responsiveness to Performance Measures Questions

Dear Phil:

This is in response to BellSouth's June 17, 2002, letter concerning BellSouth's responsiveness to AT&T's Performance Measures questions. BellSouth's letter is disturbing, not only because the facts asserted by BellSouth are not correct, but also because it is becoming increasingly clear that, no matter how much BellSouth contends to the contrary, BellSouth does not want to engage in meaningful and constructive analysis of performance data.

The single piece of useful information in your letter was the direction to escalate to Becky Hazelwood on performance measures and root cause analysis. This is the first time that AT&T has been given this direction and information. Prior to this notice, AT&T had been directed to take our concerns to our CLEC Care contacts.

Surprisingly, BellSouth asserts that it has answered AT&T's questions. Contrary to these assertions, comprehensive reading of the correspondence makes it quite obvious that AT&T's questions have never been answered, despite repeated attempts by AT&T. It is simply incorrect to suggest that AT&T is asking questions to which it has already received sufficient answers. BellSouth's "answers" are woefully inadequate. AT&T has asked very specific questions, involving very specific data sets. BellSouth's answers, in turn, have been general in nature, sometimes only alluding to "differences in business rules" as the reason for the discrepancies, while giving no reference to specific business rules. To use a simple, but applicable, analogy, AT&T asked, "What time is it?" BellSouth answered, "Daytime." This is simply not an adequate or usable response.

Further, BellSouth June 17, 2002, letter states, "AT&T should use the documents available to them to assist them in their efforts to understand the reports." I believe that BellSouth is well aware that AT&T routinely uses all reports available to them. Not only does AT&T use these reports as support documents during its examination of data, AT&T understands these reports and understands how to apply each report to its corresponding analysis. However, BellSouth's reports are frequently insufficient to answer AT&T's questions. Based on the insufficiency of data in BellSouth's reports, AT&T asked that BellSouth investigate certain pieces of data. Had the reports been sufficient, AT&T would have no need to ask questions and make requests for investigations in to the data. Finally, none of BellSouth's responses directed AT&T to any published documentation as the source for answers to AT&T's questions.

In ¶19 of its Order approving BellSouth's Georgia and Louisiana 271 application just last month, the FCC cited BellSouth's "readiness to engage in data reconciliations". AT&T's request is that BellSouth follow through on that promise: engage in such data reconciliation as BellSouth persuaded the FCC that it stands ready to do.

As this exchange of letters has obviously not been productive for AT&T, I am requesting a meeting between Becky Hazelwood and me, along with the appropriate SMEs, to review BellSouth's PON-specific reconciliation of the BellSouth data and the data AT&T has provided to BellSouth. This meeting should take place no later than July 12, 2002. Additionally, BellSouth should plan to respond to the requests made by KC Timmons on May 28, 2002, and May 29, 2002, at the same meeting.

I will look forward to hearing from Becky Hazelwood by week's end to arrange this meeting. I can be reached at 404/810-8644.

Sincerely,

cc: Greg Terry
J. Schenk
B. Hazelwood
B. Ross



BellSouth Telecommunications, Inc.
Interconnection Services Operations
675 West Peachtree Street, N.E.
Suite 3F42
Atlanta, GA 30375

Philip W. Porter
Manager
404-927-2182
Phillip.Porter@bellsouth.com

June 17, 2002

Ms. Denise Berger
AT&T
Room 12256
1200 Peachtree St. NE
Atlanta, GA 30309

Dear Denise:

This is in response to your letter dated May 17, 2002, to Jim Schenk regarding your concerns relative to BellSouth's responsiveness to Performance Measures questions. Mr. Schenk requested that I respond to your request. As I stated in my March 15, 2002 letter to you, the CLEC Interface Group is the point of contact for issues associated with BellSouth's performance data and AT&T's Performance Measurement Analysis Platform (PMAP) reports, and, therefore, your questions or concerns regarding the responsiveness to AT&T's inquiries should be addressed to me and escalated to my Director, Becky Hazelwood.

I would like to discuss the processes that BellSouth used in handling the specific issue brought to us by AT&T consultant, E. D. Charles from E. D. Charles Analytics.

Mr. Charles submitted an e-mail to us on February 12, 2002, requesting "an understanding of why different PMAP reports, which purport to contain counts of Local Number Portability (LNP) Local Service Requests (LSR) for a given month, often show very different results." Our initial response of February 14, 2002 contained some outdated information that we corrected in a subsequent reply. The major focus of our response was to explain, as we have with AT&T in the past, that attempts to compare data points on the various reports are futile since different exclusions and business rules apply to each report. All PMAP users should review the Raw Data User Manual (RDUM) and Service Quality Measurement Plan (SQM) to ascertain the differences in the business rules to understand why differences exist in order totals for each report.

Mr. Charles' February 20, 2002 e-mail, which was in response to BellSouth's February 14, 2002 e-mail, provided the requested supporting data files and clarified many of the issues that he initially addressed. BellSouth's April 22, 2002 letter to Mr. Charles thoroughly addressed every question that had been posed by Mr. Charles.

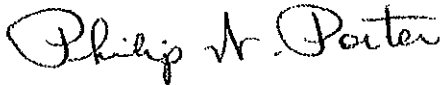
BellSouth received another email from Mr. Charles on March 26, 2002, asking essentially the same questions that were in his February 12 and February 20, 2002

emails. BellSouth's May 8, 2002 response again explained that he should not expect a match for the files that he is comparing due to the differences in business rules as outlined in the PMAP documents available for CLECs to understand the report formats.

BellSouth received another letter from Mr. Charles dated May 10, 2002, requesting essentially the same information that BellSouth had previously provided in its April 22, 2002 letter. I sent an interim response to Mr. Charles on May 21, 2002, advising that BellSouth would further investigate the issues and provide him with a response upon completion of the investigation. I also addressed his "disappointment" in the timelines and thoroughness of BellSouth's prior response as well as his "expectations" about future responses from BellSouth.

Even though BellSouth is committed to providing all its CLEC customers with PMAP support and answers to issues raised, it is essential that the CLECs have a thorough understanding of the report formats as ordered by the various state commissions. It is necessary for AT&T and its consultants to use the documents available to them to assist them in their efforts to understand the reports. BellSouth wants to assist all CLECs in answering questions and addressing issues that are brought to BellSouth, but a continual rehashing of the same issues time after time is unproductive.

Sincerely,

A handwritten signature in cursive script that reads "Philip W. Porter". The signature is written in dark ink and is positioned above the printed name.

Philip W. Porter

Cc: Bennett Ross
Jay Gordon

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

	Observations	Exceptions	Total
<u>Order Management</u>			
Functional Testing	4	4	8
Volume Testing	1	-	1
Flow-through	-	3	3
Order Management Total	5	7	12
<u>Provisioning</u>	-	2	2
<u>Relationship Mgmt.</u>			
Change Management	-	2	2
Interface Development	1	1	2
Relationship Mgmt. Total	1	3	4
<u>Billing</u>	1	1	2
<u>Performance Measures</u>			
Definitions and Standards	-	-	-
Data Integrity	-	9	9
Calculation Verification	6	4	10
Performance Measures Total	6	13	19
Total Open Observations and Exceptions	13	26	39

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

ORDER MANAGEMENT

	E/O	Test	Date opened	Description
				<i>PRE-ORDERING/ORDERING FUNCTIONAL TEST</i>
1	E-16	TVV-1	(3/5/01)	BST business rules for ordering (9K) do not offer the ability to submit an order for the partial migration of customer's UNE loops.
2	O-49	TVV-1	(3/13/01)	BST does not provide time stamps for LSRs for clarifications and completion notices via LENS.
3	O-87	TVV-1	(6/29/01)	The LENS interface does not support orders requesting to move a CLEC account outside of the end user's location.
4	O-127	TVV-1	(10/15-01)	BST does not provide complete FOC or CN responses to to xDSL service requests submitted through LENS.
5	E-161	TVV-1	(04/23/02)	KPMG has not received timely non-mechanized rejects from BellSouth.
6	E-162	TVV-1	(04/26/02)	BST's ordering documents provide inadequate instructions on how to submit orders for Centrex. (Formerly O-164)
7	E-165	TVV-1	(05/16/02)	BellSouth provides inconsistent and incorrect information on clarification responses for resale, UNE-P, and loop service requests.
8	O-198	TVV-1	(05/22/02)	BST provides inconsistent date and time stamps on FOC responses for LSRS submitted via LENS.

				<i>VOLUME TEST</i>
1	O-199	TVV2	(05/20/02)	KPMG has not received timely responses for loop make-up pre-order queries submitted via TAG.
				<i>FLOW-THROUGH</i>
1	E-121	TVV3	(11/13/01)	KPMG could not identify flow-through FOCs on LNP Service Requests submitted electronically via the mechanized ordering process.
2	E-122	TVV3	(11/13/01)	BST did not provide flow-through classification information for DSL orders submitted by KPMG.
3	E-136	TVV3	(01/15/02)	KPMG did not receive flow-through FOCs on UNEs submitted electronically via the mechanized ordering process.

PROVISIONING, REPAIR AND MAINTENANCE

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

	E/O	Test	Test #	Description
				<i>PROVISIONING</i>
1	E-84	TVV4	(7/10/01)	BST failed to use the proper codes when provisioning switch translations.
2	E-139	TVV4	(01/24/02)	BST's line loss report does not provide enough detail for CLECs to properly identify account activity.

RELATIONSHIP MANAGEMENT

	E/O	Test	Date	Description
				<i>CHANGE MANAGEMENT</i>
1	E-88	PPR1	(07/20/01)	BST Change Control Process does not allow CLECs to prioritize all Change Requests that affect CLEC business.
2	E-123	PPR1	(12/05/01)	BellSouth is not classifying change requests as defects in accordance with the BellSouth definition of a defect.
				<i>INTERFACE DEVELOPMENT</i>
1	O-148	PPR-5	(12/05/01)	BellSouth does not apply system fixes to defects to all production versions of the OSS interfaces.
2	E-157	PPR-5	(03/04/02)	BellSouth fails to follow its software testing and quality processes.

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

BILLING

	E/O	Test	Date	Description
1	O-202	TVV10	(05/31/02)	BST's publicly available documentation contains different target billing dispute resolution intervals and invalid web-site links.
2	E-172	TVV11	(06/14/02)	BST bills reflect a SO mechanized rate charge that is inconsistent with the rate contained in the ICA between BST and KPMG.

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

PERFORMANCE MEASURES

	E/O	Test	Date	Description
				<i>DEFINITIONS AND STANDARDS</i>
				<i>DATA INTEGRITY</i>
1	E-36	PMR4	(3/21/01)	BST does not properly construct the processed data used to validate FOC and rejection timeliness (former observation-6).
2	E-113	PMR4	(10/4/01)	KPMG has found that BST does not capture xDSL transactions in flow-through measure.
3	E-114	PMR4	(10/5/01)	BellSouth incorrectly excludes data between the BARNEY Snapshot database and NODS stages of the PMAP process for FOCs for June 2001 data.
4	E-120	PMR4	(11/13/01)	BellSouth incorrectly excludes data between the BARNEY Snapshot database and NODS stages of the PMAP process for fully and partially mechanized orders for the % rejected service requests (non-trunks).
5	E-143	PMR4	(02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for % rejected service requests non-trunks for June 01 data.
6	E-144	PMR4	(02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for reject interval - non-trunks for June 01 data
7	E-145	PMR4	(02/04/02)	BST incorrectly excludes data between BARNEY and NODS stages of the PMAP process for non-mechanized orders for FOC Timeliness - non-trunks for June 01 data
8	E-174	PMR4	(6/25/02)	Values of the Completion Date Filed were inconsistent when comparing the Legacy/source extracts to the corresponding RADS snapshots for the WFAP system for data used in the calculation of certain Provisioning related SQMs.
9	E-175	PMR4	(6/26/02)	BST incorrectly excludes records during transfer of data between the Legacy extracts for the EDI system and the corresponding RADS Snapshots for February 2002 data.

**FLORIDA OSS TEST
OPEN OBSERVATIONS AND EXCEPTIONS
AS OF JUNE 26, 2002**

				<i>METRICS CALCULATION/REPLICATION</i>
1	E-124	PMR-5	(12/05/01)	KPMG cannot replicate the values in the flow through report for November 2000.
2	E-151	PMR-5	(02/22/02)	KPMG cannot replicate the values in the # completions/attempts without notice or with less than 24 hours notice measure. RDUM instructions insufficient. (Previously observation 139)
3	E-153	PMR-5	(02/22/02)	KPMG cannot replicate the values in: the Provisioning LNP Total Service Order Cycle Time measurement report. (Previously observation 113)
4	O-176	PMR-5	(03/19/02)	KPMG cannot replicate the values in the Average Completion Notice Interval.
5	O-185	PMR-5	(04/23/02)	KPMG cannot replicate the values in the Hot Cut Timeliness % within interval and average interval
6	O-195	PMR-5	(04/26/02)	KPMG cannot replicate the values in the Reject Interval SQM report for the CLEC aggregate (September 2001).
7	E-163	PMR-5	(05/06/02)	KPMG cannot replicate the values in the LNP % rejected service requests metric (Formerly Observation 179)
8	O-200	PMR-5	(05/20/02)	KPMG has found that BST's implemented exclusions for the LNP reject interval and % reject metrics are inconsistent with the documented exclusions.
9	O-204	PMR-5	(06/06/02)	KPMG cannot replicate the values in the FOC SQM for the Test CLEC (January 2002)
10	O-206	PMR-5	(06/17/02)	KPMG cannot replicate the values in the Mean Held Order Interval for August 2001.

OBSERVATION 206
BellSouth Florida OSS Testing Evaluation

Date: June 17, 2002

OBSERVATION REPORT

An observation has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review. (PMR5)

Observation:

KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System (OSS) performance. The Florida Public Service Commission mandates that BellSouth publish monthly performance measurement reports of SQM values for the Competitive Local Exchange Carriers (CLECs) engaged in business activity with BellSouth in the State of Florida.¹ BellSouth provides CLEC Aggregate processed data² (PMAP raw data³) as requested to KPMG Consulting.

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" SQM. The discrepancies are listed in the following table.

Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
1 Retail Residence	<10 Circuits ≥15 Days Mean	4043	143	28	30

¹ These reports are posted on the PMAP Web site.

² The term "processed data" refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term "PMAP raw data."

³ The *PMAP Raw Data User Manual* includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. KPMG Consulting relied on the September 2001 version 2.1.10 of the Manual.

OBSERVATION 206

BellSouth Florida OSS Testing Evaluation

	Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
2	Retail Residence	<10 Circuits ≥90 Days Mean	483	4	121	115
3	Retail Business	<10 Circuits Mean	1392	115	12	10
4	Retail Business	≥10 Circuits Mean	44	4	11	1
5	Retail Business	≥10 Circuits ≥15 Days Mean	32	1	32	N/A
6	Retail Design	<10 Circuits Mean	1037	30	35	21
7	Retail Design	<10 Circuits ≥15 Days Mean	972	20	49	36
8	Retail Design	<10 Circuits ≥90 Days Mean	376	2	188	N/A
9	Retail Design	≥10 Circuits Mean	299	6	50	4
10	Retail Design	≥10 Circuits ≥15 Days Mean	291	4	73	N/A
11	Retail Design	≥10 Circuits ≥90 Days Mean	221	1	221	N/A
12	Retail Centrex	<10 Circuits Mean	60	4	15	17
13	Retail Centrex	≥10 Circuits Mean	33	2	17	1
14	Retail Centrex	≥10 Circuits ≥15 Days Mean	32	1	32	N/A
15	Retail ISDN	<10 Circuits Mean	354	12	30	22
16	Retail ISDN	<10 Circuits ≥15 Days Mean	331	8	41	39
17	Retail ISDN	<10 Circuits ≥90 Days Mean	108	1	108	N/A

OBSERVATION 206

BellSouth Florida OSS Testing Evaluation

	Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
18	Retail ISDN	>=10 Circuits Mean	27	3	9	4
19	Retail ISDN	>=10 Circuits >=15 Days Mean	19	1	19	N/A
20	Retail Residence and Business (POTS)	<10 Circuits >=15 Days Mean	4982	178	28	29
21	Retail Residence and Business (POTS)	<10 Circuits >=90 Days Mean	483	4	121	115
22	Retail Residence and Business (POTS)	>=10 Circuits Mean	11	2	6	1
23	Retail Residence and Business	<10 Circuits >=15 Days Mean	5027	179	28	29
24	Retail Residence and Business	<10 Circuits >=90 Days Mean	483	4	121	115
25	Retail Residence and Business	>=10 Circuits Mean	44	4	11	1
26	Retail Residence and Business	>=10 Circuits >=15 Days Mean	32	1	32	N/A
27	Retail Residence and Business (POTS, Excl, SB)	<10 Circuits >=15 Days Mean	4926	175	28	29
28	Retail Residence and Business (POTS, Excl, SB)	<10 Circuits >=90 Days Mean	483	4	121	115

OBSERVATION 206

BellSouth Florida OSS Testing Evaluation

	Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
29	Retail Residence and Business (POTS, Excl, SB)	>=10 Circuits Mean	11	2	6	1
30	Retail Residence, Business, and Design	<10 Circuits Mean	8960	706	13	11
31	Retail Residence, Business, and Design	<10 Circuits >=90 Days Mean	859	6	143	115
32	Retail Residence, Business, and Design	>=10 Circuits Mean	343	10	34	3
33	Retail Residence, Business, and Design	>=10 Circuits >=15 Days Mean	323	5	65	N/A
34	Retail Residence, Business, and Design	>=10 Circuits >=90 Days Mean	221	1	221	N/A
35	Retail Residence and Business Dispatch-IN	<10 Circuits Mean	68	6	11	9
36	Retail Residence and Business Dispatch-IN	<10 Circuits >=15 Days Mean	56	3	19	18
37	Retail Digital Loop <DS1	<10 Circuits Mean	232	7	33	32
38	Retail Digital Loop <DS1	<10 Circuits >=15 Days Mean	221	3	74	91
39	ADSL, Provided to Retail	<10 Circuits Mean	1260	111	11	34

OBSERVATION 206

BellSouth Florida OSS Testing Evaluation

	Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
40	ADSL, Provided to Retail	<10 Circuits ≥15 Days Mean	915	44	21	50
41	ADSL, Provided to Retail	<10 Circuits ≥90 Days Mean	0	0	N/A	153
42	Retail ISDN-BRI	<10 Circuits Mean	259	9	29	18
43	Retail ISDN-BRI	<10 Circuits ≥15 Days Mean	236	5	47	37
44	Retail ISDN-BRI	<10 Circuits ≥90 Days Mean	108	1	108	N/A
45	Retail DS1/DS3 Interoffice	<10 Circuits Mean	312	15	21	17
46	Retail DS1/DS3 Interoffice	<10 Circuits ≥15 Days Mean	274	8	34	31
47	Resale Residence	<10 Circuits Mean	117	14	8	13
48	Resale Residence	<10 Circuits ≥15 Days Mean	72	3	24	63
49	Resale Residence	<10 Circuits ≥90 Days Mean	0	0	N/A	109
50	Resale Residence and Business (POTS)	<10 Circuits Mean	166	18	9	13
51	Resale Residence and Business (POTS)	<10 Circuits ≥15 Days Mean	109	5	22	41
52	Resale Residence and Business (POTS)	<10 Circuits ≥90 Days Mean	0	0	N/A	109
53	UNE Digital Loop <DS1	<10 Circuits Mean	65	9	7	14

OBSERVATION 206

BellSouth Florida OSS Testing Evaluation

	Measurement	Category	KPMG Consulting - Calculated Numerator	KPMG Consulting - Calculated Denominator	KPMG Consulting - Calculated Value	BellSouth Reported Value
54	UNE Digital Loop <DS1	<10 Circuits ≥15 Days Mean	38	2	19	38
55	UNE ISDN	<10 Circuits Mean	65	9	7	14
56	UNE ISDN	<10 Circuits ≥15 Days Mean	38	2	19	38
57	UNE Other Non Design	<10 Circuits Mean	30	6	5	2

Impact:

KPMG Consulting's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" SQM may be in question. Without accurate SQMs, CLECs may be unable to assess the quality of service received or plan for future business activities reliably.

EXCEPTION 124
BellSouth Florida OSS Testing Evaluation

Date: December 05, 2001**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR5). This exception was originally issued as Observation 68.

Observation:

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000). (PMR5)

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.¹

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

KPMG Consulting requires clarification of the calculation of "Auto Clarification" since other report values for this SQM are derived from the "Auto Clarification" value.

KPMG Consulting reviewed BellSouth's Amended Response to Observation 68² and re-tested using June 2001 data. KPMG Consulting was able to replicate all values for BellSouth's originally posted report for June 2001 data. After KPMG Consulting had

¹ These reports are posted on the PMAP Web site.

² Florida OSS BellSouth's Amended Response to Observation 68, 7/26/01.

EXCEPTION 124

BellSouth Florida OSS Testing Evaluation

successfully replicated for the June 2001 data, BellSouth reposted the June 2001 report for the “Ordering: Percent Flow-Through Service Requests (Detail)” SQM. This indicates that coding changes have taken place, therefore KPMG Consulting escalates Observation 68 to Exception status.

Impact:

CLECs rely on BellSouth’s performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting’s inability to replicate report values signifies that the accuracy of BellSouth’s calculations for the “Ordering: Percent Flow-Through Service Requests (Detail)” SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 124



Florida OSS Test
Exception 124

December 6, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR5). This exception was originally issued as Observation 68.

Observation:

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000). (PMR5)

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.¹

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

KPMG Consulting requires clarification of the calculation of "Auto Clarification" since other report values for this SQM are derived from the "Auto Clarification" value.

¹ These reports are posted on the PMAP Web site.

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 124

KPMG Consulting reviewed BellSouth's Amended Response to Observation 68² and re-tested using June 2001 data. KPMG Consulting was able to replicate all values for BellSouth's originally posted report for June 2001 data. After KPMG Consulting had successfully replicated for the June 2001 data, BellSouth reposted the June 2001 report for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM. This indicates that coding changes have taken place, therefore KPMG Consulting escalates Observation 68 to Exception status.

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the "Ordering: Percent Flow-Through Service Requests (Detail)" SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The Ordering Percent Flow Through Service Requests (Detail) report was reissued for June 2001 due to a manual recalculation required to correct the flow through count of LSRs that were categorized in Planned Manual Fallout in error. This error was the result of a release in LEO, not a flow through code change, which caused LSRs to be erroneously classified as Planned Manual Fallout.

BellSouth identified an inaccuracy in the number of LSRs that fell into Planned Manual Fallout. As a part of the analysis and adjustment of this data, a manual calculation adjustment was made for LSRs that had been identified as incorrectly falling into Planned Manual Fallout. These LSRs were manually removed from Planned Manual Fallout for June and assigned to the Total System Fallout category, and then allocated between BST Caused Fallout and CLEC Caused Fallout. LSRs that had been clarified back to the CLEC belong in the CLEC Caused Fallout category and were thus assigned.

BellSouth has implemented a fix in LEO to assign future LSRs affected by this temporary error to Total System Fallout rather than categorize them incorrectly as Planned Manual Fallout.

² Florida OSS BellSouth's Amended Response to Observation 68, 7/26/01.

AMENDED EXCEPTION 124
BellSouth Florida OSS Testing Evaluation

Date: April 29, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review. (PMR4) This exception was originally issued as Observation 68.

Observation:

KPMG Consulting cannot replicate the values for the “Ordering: Percent Flow-Through Service Requests (Detail)” Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).

Background:

SQMs are calculated to illustrate BellSouth’s Operational Support System performance. The Florida Public Service Commission mandates that BellSouth publish monthly performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.¹

Issue:

KPMG Consulting was unable to replicate the BellSouth reported values for the “Ordering: Percent Flow-Through Service Requests (Detail)” SQM. The discrepancy is listed in the following table.

	Measurement	Category	KPMG Consulting-Calculated Value	BellSouth Reported Value
1	Auto Clarification	CLEC aggregate	40824	41568

KPMG Consulting requires clarification of the calculation of “Auto Clarification” since other report values for this SQM are derived from the “Auto Clarification” value.

KPMG Consulting reviewed BellSouth’s Amended Response to Observation 68² and re-tested using June 2001 data. KPMG Consulting was able to replicate all values for BellSouth’s originally posted report for June 2001 data. After KPMG Consulting had successfully replicated for the June 2001 data, BellSouth reposted the June 2001 report

¹ These reports are posted on the PMAP Web site.

² Florida OSS BellSouth’s Amended Response to Observation 68, 7/26/01.

AMENDED EXCEPTION 124

BellSouth Florida OSS Testing Evaluation

for the “Ordering: Percent Flow-Through Service Requests (Detail)” SQM. This indicates that coding changes have taken place; therefore KPMG Consulting escalates Observation 68 to Exception status.

Amendment: KPMG Consulting found that the issue identified in Exception 124 should have been classified as a Metrics Data Integrity issue (PMR4). This issue identified by Exception 124 remains the same.

Impact:

CLECs rely on BellSouth’s performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting’s inability to replicate report values signifies that the accuracy of BellSouth’s calculations for the “Ordering: Percent Flow-Through Service Requests (Detail)” SQM may be in question. Without accurate SQMs, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

EXCEPTION 113
BellSouth Florida OSS Testing Evaluation

Date: October 4, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR-4).

Exception:

KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the “Ordering: Percent Flow-Through Service Requests (Summary)” and “Ordering: Percent Flow-Through Service Requests (Detail)” Service Quality Measurements (SQMs). (PMR4).

Background:

SQMs are calculated to illustrate BellSouth’s Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting is evaluating the completeness of data from source systems to the point where SQM values are calculated. During the course of its investigation, KPMG Consulting found that BellSouth does not capture xDSL transactions, which are processed through COG, for its flow-through metrics.

Impact:

CLECs rely on BellSouth’s performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth does not capture all relevant data, BellSouth’s SQM reports for the “Ordering: Percent Flow-Through Service Requests (Summary)” and “Ordering: Percent Flow-Through Service Requests (Detail)” SQMs may be incomplete. Without complete and accurate SQMs, CLECs might not be able to assess the quality of service received or plan for future business activities reliably.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 113



Florida OSS Test
Exception 113

October 24, 2001

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR-4).

Exception:

KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurements (SQMs). (PMR4).

Background:

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting is evaluating the completeness of data from source systems to the point where SQM values are calculated. During the course of its investigation, KPMG Consulting found that BellSouth does not capture xDSL transactions, which are processed through COG, for its flow-through metrics.

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth does not capture all relevant data, BellSouth's SQM reports for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Requests (Detail)" SQMs may be incomplete. Without complete and accurate SQMs, CLECs might not be able to assess the quality of service received or plan for future business activities reliably.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 113

BellSouth Response:

BellSouth is in the process of adding xDSL products to the Flow Through SQM reports. Team Connection # 2456 has been entered to begin the development process. Once the feed from COG has been built, BellSouth must test the results of the feed for three months. BellSouth anticipates being able to report xDSL Flow-Through data at the end of the first quarter of 2002. At that time the SQM will be updated to reflect xDSL products. Until the mechanization process can be completed, BellSouth will manually gather the xDSL data and report the results beginning with September data.

AMENDED EXCEPTION 113
BellSouth Florida OSS Testing Evaluation

Date: February 18, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR4).

Exception:

KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the “Ordering: Percent Flow-Through Service Requests (Summary)” and “Ordering: Percent Flow-Through Service Requests (Detail)” Service Quality Measurements (SQMs). (PMR4).

Background:

SQMs are calculated to illustrate BellSouth’s Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting is evaluating the completeness of data from source systems to the point where SQM values are calculated. During the course of its investigation, KPMG Consulting found that BellSouth does not capture xDSL transactions, which are processed through COG, for its flow-through metrics.

Amendment

KPMG Consulting reviewed BellSouth’s Response to Exception 113,¹ which stated that xDSL Flow through data will be captured mechanically starting the end of the first quarter 2002. Subsequent to this response, BellSouth informed KPMG Consulting that the flows for xDSL data had changed. BellSouth stated that several tables were also being pulled from the Regulatory Ad-hoc Database System (RADS) and no longer only from BARNEY.² KPMG Consulting will conduct the re-test based on the new data flows.

¹ Florida OSS BellSouth’s Response to Exception 113, 10/24/01.

² KPMG Consulting received this clarification via e-mail on 1/29/02.

AMENDED EXCEPTION 113
BellSouth Florida OSS Testing Evaluation

Impact:

If BellSouth does not capture all relevant data, BellSouth's SQM reports for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Requests (Detail)" SQMs may be incomplete. Without complete and accurate SQMs, CLECs might not be able to assess the quality of service received or plan for future business activities reliably.

Date: February 04, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System (OSS) performance. The Florida Public Service Commission has mandated that BellSouth publish monthly performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that should have been included in the data set used to calculate the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 143



Florida OSS Test
Exception 143

February 11, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System (OSS) performance. The Florida Public Service Commission has mandated that BellSouth publish monthly performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that should have been included in the data set used to calculate the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
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FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 143

	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Percent Rejected Service Requests (Non-Trunks) – non-mechanized records	Ordering: Service Orders	17131 ¹

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM, the reported values may not accurately reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that contribute to the calculation of Percent Rejected Service Requests in June 2001 were due to a problem excluding LSRs from non-mechanized data. This is a known issue and Test Director RQ1384 has addressed the matter beginning with January 2002 data. KPMG should retest using January 2002 data.

¹ The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission.

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 143



Florida OSS Test
Exception 143

March 29, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System (OSS) performance. The Florida Public Service Commission has mandated that BellSouth publish monthly performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that should have been included in the data set used to calculate the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
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FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 143

	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Percent Rejected Service Requests (Non-Trunks) -- non-mechanized records	Ordering: Service Orders	17131 ¹

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Percent Rejected Service Requests (Non-Trunks)" SQM, the reported values may not accurately reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that contribute to the calculation of Percent Rejected Service Requests in June 2001 were due to a problem excluding LSRs from non-mechanized data. This is a known issue and Test Director RQ1384 has addressed the matter beginning with January 2002 data. KPMG should retest using January 2002 data.

BellSouth's Amended Response:

BellSouth originally entered Test Director 1384 to consolidate the code within PMAP to more accurately perform the exclusions for projects and cancelled orders. Upon further research of KPMG discrepancies for the June 2001 records, BellSouth has specifically defined the exclusions that were performed for June. KPMG believes that BellSouth incorrectly excluded 17,131 non-mechanized transaction records between the Barney Snapshot (early stage data) and PMAP NODS V (raw data) stages of the metrics data flow. Due to the large volume of LSRs identified, BellSouth selected 1,749 records in the data file provided by KPMG in order to identify the data exclusion criteria applied to each LSR. These LSRs were excluded from Percent Rejected Service Request raw data due to the following four reasons:

- 1) 1 LSRs was excluded from Percent Rejected Service Request raw data because the FIRST_CLAR_DT was invalid (i.e., 6/5/0200 7:52:00 AM)
- 2) 412 LSRs have a REQTYPE_CD value of 'J' or 'JB', indicating, indicating that they are directory listing products. Directory listing products were excluded from June 2001

¹ The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission.

FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO EXCEPTION 143

Percent Rejected Service Request raw data. Team Connect D2143 addressed this beginning with September 2001 data.

3) 943 LSRs were excluded from Percent Rejected Service Request raw data because they did not have a FIRST_RCVD date in the month of June. A FIRST_RCVD date outside the reporting month indicates the LSR was not received in the reporting month.

4) 393 LSRs have a PROD_ID of negative one and were excluded from Percent Rejected Service Request raw data. PMAP assigns an LSR a PROD_ID of negative one when a product should not or cannot be identified during normal PMAP processing. A more detailed review of the PROD_ID of negative one was completed and BellSouth found that:

128 of the LSRs that were excluded due to having a PROD_ID of negative one, because they have a REQTYPE_CD that is neither 'B%' nor 'C%'.

46 of these LSRs are Coin requests, which are not reported in PMAP.

47 of these LSRs have a negative one PROD_ID because they have a null SECNCI_CD value. When the NC_CD=LXT% and the NCI_CD=02QC5.00S, the SECNCI_CD must be populated. Otherwise, the product will be assign an exception value of -1

25 of these LSRs have a negative one PROD_ID because they have a null REQTYPE_CD value. According to business rules for product determination, all ordering products must have REQTYPE_CD value that is not null. Otherwise, the product will be assigned a PROD_ID value of -1.

2 of these LSRs have a negative one PROD_ID because they have a NC_CD value that is not like 'TY%', the NC_CD value is not null and the NCI_CD value is null. According to business rules for product determination, all ordering products that have a NC_CD value that is not like 'TY%' and the NC_CD value is not null, must have the NCI_CD value that is not null. Otherwise, the product will be assigned a PROD_ID value of -1.

1 of these LSRs has a negative one PROD_ID because it has a REQTYPE_CDE_CD='E%' but a null TOS_CD value. According to business rules for product determination, all ordering products that have a REQTYPE_CDE_CD='E%' but a null TOS_CD value will be assigned a PROD_ID value of -1.

4 of these LSRs have a negative one PROD_ID because they have a REQTYPE_CD = 'P%'. Test Director RQ0568 will resolve this issue by designating LSRs with a REQTYPE_CD = 'P' as Centrex orders by assigning PROD_ID of 5. TD RQ0568 has not been through the CCB process at this time.

FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 143

BellSouth will provide KPMG an implementation date when this requirement is scheduled.

3 of these LSRs were assigned a negative one PROD_ID because they have an invalid TOS_CD/REQTYPE_CD/SECNCI_CD/NC_CD/NCI_CD combination. A PROD_ID value of -1 is assigned to LSRs having invalid TOS_CD/REQTYPE_CD/SECNCI_CD/NC_CD/NCI_CD combinations.

265 LSRs have a REQTYPE_CD of 'B%' or 'C%' and are not UNE ISDN Loop. This type of LSR was included in the Miscellaneous Reports and therefore excluded from PMAP metric calculations. Accordingly, these LSRs have been excluded from PMAP Percent Reject Service Requests raw data.

Supporting data is located in the "KPM_021402.05_FL_DATA_C.xls" and "KPM_021402.05_FL_DATA_C_PROD_ID.xls" data files.

EXCEPTION 144

BellSouth Florida OSS Testing Evaluation

Date: February 04, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR-4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that had actually been rejected based on BellSouth's business rules provided to KPMG Consulting, and should have been included in the data set used to calculate the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

EXCEPTION 144

BellSouth Florida OSS Testing Evaluation

	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Reject Interval - non-mechanized records	Ordering: Reject Interval and Percent Reject by Interval	1630 ¹

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Reject Interval (Non-Trunks)" SQM, the reported values would not accurately reflect the percent of orders that were rejected nor reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

¹ The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 144



Florida OSS Test
Exception 144

February 11, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review (PMR-4).

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data (PMR4).

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that had actually been rejected based on BellSouth's business rules provided to KPMG Consulting, and should have been included in the data set used to calculate the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 144

	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Reject Interval - non-mechanized records	Ordering: Reject Interval and Percent Reject by Interval	1630 ¹

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Reject Interval (Non-Trunks)" SQM, the reported values would not accurately reflect the percent of orders that were rejected nor reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that contribute to the calculation of Percent Rejected Service Requests in June 2001 were due to a problem excluding LSRs from non-mechanized data. This is a known issue and Test Director RQ1384 has addressed the matter beginning with January 2002 data. KPMG should retest using January 2002 data.

¹ The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission.

FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 144



Florida OSS Test
Exception 144

March 29, 2002

EXCEPTION REPORT

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review. (PMR4)

Exception:

BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.

Background:

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida.

Issue:

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting tested the integrity of metrics-related data as it flowed from the Legacy/Source systems to BARNEY and then to the NODS stage of the PMAP process. KPMG Consulting tested data that was used for the calculation of the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records and found that BellSouth was incorrectly excluding records between BARNEY Snapshots and the NODS data used to calculate the SQM.

The excluded records were orders that had actually been rejected based on BellSouth's business rules provided to KPMG Consulting, and should have been included in the data set used to calculate the "Ordering: Reject Interval (Non-Trunks)" SQM for non-mechanized records. The following table identifies the SQM report and the PMAP Raw Data tables (June 2001) affected:

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	SQM Name	PMAP Raw Data Table Name	Number of records incorrectly excluded
1	Ordering: Reject Interval - non-mechanized records	Ordering: Reject Interval and Percent Reject by Interval	1630 ¹

Impact:

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. If BellSouth incorrectly excludes records that should be included in calculating the "Ordering: Reject Interval (Non-Trunks)" SQM, the reported values would not accurately reflect the percent of orders that were rejected nor reflect the actual quality of service provided. Without accurate and complete data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

BellSouth Response:

The discrepancies between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that contribute to the calculation of Percent Rejected Service Requests in June 2001 were due to a problem excluding LSRs from non-mechanized data. This is a known issue and Test Director RQ1384 has addressed the matter beginning with January 2002 data. KPMG should retest using January 2002 data.

BellSouth's Amended Response:

BellSouth originally entered Test Director 1384 to consolidate the code within PMAP to more accurately perform the exclusions for projects and cancelled orders. Upon further research of KPMG discrepancies for the June 2001 records, BellSouth has specifically defined the exclusions that were performed for June. The 1630 LSRs were excluded from Reject Interval raw data due to the following three reasons:

- 1) 62 LSRs were excluded from Reject Interval raw data because they did not have a FIRST_RCVD date in the month of June. A FIRST_RCVD date outside the reporting month indicates the LSR was not received in the reporting month.
- 2) 373 LSRs have a REQTYPE_CD value of 'J' or 'JB', indicating that they are directory-listing products. Directory listing products were excluded from June 2001 Reject Interval raw data. Team Connect D2143 addressed this issue beginning with September 2001 data.
- 3) 1195 LSRs have a PROD_ID of negative one and were excluded from Reject Interval raw data. PMAP assigns an LSR a PROD_ID of negative one when a product should not

¹ The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission.

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or cannot be identified during normal PMAP processing. A more detailed review of the PROD_ID of negative one was completed and BellSouth found that:

238 of the LSRs that were excluded due to having a PROD_ID of negative one, because they have a REQTYPE_CD that is neither 'B%' nor 'C%' and are not UNE ISDN Loop products.

204 of these LSRs are Coin requests, which are not reported in PMAP.

10 of these LSRs have a negative one PROD_ID because they have a null SECNCI_CD value. When the NC_CD=LXT% and the NCI_CD=02QC5.00S, the SECNCI_CD must be populated. Otherwise, the product will be assign an exception value of -1

2 of these LSRs have a negative one PROD_ID because they have a NC_CD value that is not like 'TY%', the NC_CD value is not null and the NCI_CD value is null. According to business rules for product determination, all ordering products that have a NC_CD value that is not like 'TY%' and the NC_CD value is not null, must have the NCI_CD value that is not null. Otherwise, the product will be assigned a PROD_ID value of -1.

19 of these LSRs have a negative one PROD_ID because they have a REQTYPE_CD = 'P%'. Test Director RQ0568 will resolve this issue by designating LSRs with a REQTYPE_CD = 'P%' as Centrex orders by assigning PROD_ID of 5. TD RQ0568 has not been through the CCB process at this time. BellSouth will provide KPMG an implementation date when this requirement is scheduled.

1 of these LSRs has a negative one PROD_ID because it has a REQTYPE_CD = 'N%'. Test Director RQ0568 will resolve this issue by designating LSRs with a REQTYPE_CD = 'N%' as DID Resale Service orders by assigning PROD_ID of 141. TD RQ0568 has not been through the CCB process at this time. BellSouth will provide KPMG an implementation date when this requirement is scheduled.

1 of these LSRs was assigned a negative one PROD_ID because it has an invalid TOS_CD/REQTYPE_CD/SECNCI_CD/NC_CD/NCI_CD combination. A PROD_ID value of -1 is assigned to LSRs having invalid TOS_CD/REQTYPE_CD/SECNCI_CD/NC_CD/NCI_CD combinations.

1 of these LSRs has a negative one PROD_ID because '04DS6.44.' is an invalid NCI_CD value. A PROD_ID value of -1 is assigned to LSRs having invalid NCI_CD values.

957 of the PROD_ID of negative 1, excluded LSRs have a REQTYPE_CD of 'B%' or 'C%' and are not UNE ISDN Loop. This type of LSR was included in the Miscellaneous

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Reports and therefore excluded from PMAP metric calculations. Accordingly, these LSRs have been excluded from PMAP Reject Interval raw data.

Supporting data is located in the "KPM_021402.05_FL_DATA_B.xls" and "KPM_021402.05_FL_DATA_B_PROD_ID.xls".

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Resale - Ordering		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/TN(%)			6.95%	11,550				Diagnostic
A.1.1.2	O-7	Business/TN(%)			17.09%	275				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN(%)								Diagnostic
A.1.1.4	O-7	PBX/TN(%)								Diagnostic
A.1.1.5	O-7	Centrex/TN(%)								Diagnostic
A.1.1.6	O-7	ISDN/TN(%)								Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN(%)			26.11%	1,528				Diagnostic
A.1.2.2	O-7	Business/TN(%)			31.36%	472				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)								Diagnostic
A.1.2.4	O-7	PBX/TN(%)								Diagnostic
A.1.2.5	O-7	Centrex/TN(%)								Diagnostic
A.1.2.6	O-7	ISDN/TN(%)								Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)			39.51%	81				Diagnostic
A.1.3.2	O-7	Business/TN(%)			47.28%	184				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)			38.00%	50				Diagnostic
A.1.3.4	O-7	PBX/TN(%)			60.00%	10				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)			0.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)			29.03%	31				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr		95.27%	804				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr		93.82%	47				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		89.68%	407				YES
A.1.7.2	O-8	Business/TN(%)	>= 85% w in 10 hrs		97.37%	192				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							
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		100.00%	35				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs		100.00%	89				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs		93.33%	30				YES
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs		100.00%	6				YES
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs							
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs		81.82%	11				NO
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs		99.94%	10,770				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs		97.83%	230				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		88.97%	1,266				YES
A.1.12.2	O-9	Business/TN(%)	>= 85% w in 10 hrs		96.80%	344				YES

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A.1.12.3	O-9	Design (Specials)/TN(%)
A.1.12.4	O-9	PBX/TN(%)
A.1.12.5	O-9	Centrex/TN(%)
A.1.12.6	O-9	ISDN/TN(%)
FOC Timeliness - Non-Mechanized		
A.1.13.1	O-9	Residence/TN(%)
A.1.13.2	O-9	Business/TN(%)
A.1.13.3	O-9	Design (Specials)/TN(%)
A.1.13.4	O-9	PBX/TN(%)
A.1.13.5	O-9	Centrex/TN(%)
A.1.13.6	O-9	ISDN/TN(%)
FOC & Reject Response Completeness - Mechanized		
A.1.14.1.1	O-11	Residence/EDI/TN(%)
A.1.14.1.2	O-11	Residence/TAG/TN(%)
A.1.14.2.1	O-11	Business/EDI/TN(%)
A.1.14.2.2	O-11	Business/TAG/TN(%)
A.1.14.3.1	O-11	Design (Specials)/EDI/TN(%)
A.1.14.3.2	O-11	Design (Specials)/TAG/TN(%)
A.1.14.4.1	O-11	PBX/EDI/TN(%)
A.1.14.4.2	O-11	PBX/TAG/TN(%)
A.1.14.5.1	O-11	Centrex/EDI/TN(%)
A.1.14.5.2	O-11	Centrex/TAG/TN(%)
A.1.14.6.1	O-11	ISDN/EDI/TN(%)
A.1.14.6.2	O-11	ISDN/TAG/TN(%)
FOC & Reject Response Completeness - Partially Mechanized		
A.1.15.1.1	O-11	Residence/EDI/TN(%)
A.1.15.1.2	O-11	Residence/TAG/TN(%)
A.1.15.2.1	O-11	Business/EDI/TN(%)
A.1.15.2.2	O-11	Business/TAG/TN(%)
A.1.15.3.1	O-11	Design (Specials)/EDI/TN(%)
A.1.15.3.2	O-11	Design (Specials)/TAG/TN(%)
A.1.15.4.1	O-11	PBX/EDI/TN(%)
A.1.15.4.2	O-11	PBX/TAG/TN(%)
A.1.15.5.1	O-11	Centrex/EDI/TN(%)
A.1.15.5.2	O-11	Centrex/TAG/TN(%)
A.1.15.6.1	O-11	ISDN/EDI/TN(%)
A.1.15.6.2	O-11	ISDN/TAG/TN(%)
FOC & Reject Response Completeness - Non-Mechanized		
A.1.16.1	O-11	Residence/TN(%)
A.1.16.2	O-11	Business/TN(%)
A.1.16.3	O-11	Design (Specials)/TN(%)
A.1.16.4	O-11	PBX/TN(%)
A.1.16.5	O-11	Centrex/TN(%)
A.1.16.6	O-11	ISDN/TN(%)
FOC & Reject Response Completeness (Multiple Responses) - Mechanized		
A.1.17.1.1	O-11	Residence/EDI/TN(%)
A.1.17.1.2	O-11	Residence/TAG/TN(%)
A.1.17.2.1	O-11	Business/EDI/TN(%)
A.1.17.2.2	O-11	Business/TAG/TN(%)
A.1.17.3.1	O-11	Design (Specials)/EDI/TN(%)
A.1.17.3.2	O-11	Design (Specials)/TAG/TN(%)
A.1.17.4.1	O-11	PBX/EDI/TN(%)
A.1.17.4.2	O-11	PBX/TAG/TN(%)
A.1.17.5.1	O-11	Centrex/EDI/TN(%)
A.1.17.5.2	O-11	Centrex/TAG/TN(%)
A.1.17.6.1	O-11	ISDN/EDI/TN(%)
A.1.17.6.2	O-11	ISDN/TAG/TN(%)

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FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1.1	>= 95%			100.00%	81				YES
A.1.18.1.2	>= 95%			91.08%	1,446				NO
A.1.18.2.1	>= 95%			71.43%	28				NO
A.1.18.2.2	>= 95%			96.62%	444				YES
A.1.18.3.1	>= 95%								
A.1.18.3.2	>= 95%								
A.1.18.4.1	>= 95%								
A.1.18.4.2	>= 95%								
A.1.18.5.1	>= 95%								
A.1.18.5.2	>= 95%								
A.1.18.6.1	>= 95%								
A.1.18.6.2	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	>= 95%			94.74%	76				NO
A.1.19.2	>= 95%			88.76%	169				NO
A.1.19.3	>= 95%			89.80%	49				NO
A.1.19.4	>= 95%			100.00%	10				YES
A.1.19.5	>= 95%			100.00%	1				YES
A.1.19.6	>= 95%			96.65%	29				YES

Resale - Provisioning					
Order Completion Interval					
A.2.1.1.1.1	P-4	Residence<10 circuits/Dispatch/TN(days)			
A.2.1.1.1.2	P-4	Residence<10 circuits/Non-Dispatch/TN(days)			
A.2.1.1.2.1	P-4	Residence>=10 circuits/Dispatch/TN(days)			
A.2.1.1.2.2	P-4	Residence>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.2.1.1	P-4	Business<10 circuits/Dispatch/TN(days)			
A.2.1.2.1.2	P-4	Business<10 circuits/Non-Dispatch/TN(days)			
A.2.1.2.2.1	P-4	Business>=10 circuits/Dispatch/TN(days)			
A.2.1.2.2.2	P-4	Business>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.3.1.1	P-4	Design (Specials)<10 circuits/Dispatch/TN(days)			
A.2.1.3.1.2	P-4	Design (Specials)<10 circuits/Non-Dispatch/TN(days)			
A.2.1.3.2.1	P-4	Design (Specials)>=10 circuits/Dispatch/TN(days)			
A.2.1.3.2.2	P-4	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.4.1.1	P-4	PBX<10 circuits/Dispatch/TN(days)			
A.2.1.4.1.2	P-4	PBX<10 circuits/Non-Dispatch/TN(days)			
A.2.1.4.2.1	P-4	PBX>=10 circuits/Dispatch/TN(days)			
A.2.1.4.2.2	P-4	PBX>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.5.1.1	P-4	Centrex<10 circuits/Dispatch/TN(days)			
A.2.1.5.1.2	P-4	Centrex>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.5.2.1	P-4	Centrex>=10 circuits/Dispatch/TN(days)			
A.2.1.5.2.2	P-4	Centrex>=10 circuits/Non-Dispatch/TN(days)			
A.2.1.6.1.1	P-4	ISDN<10 circuits/Dispatch/TN(days)			
A.2.1.6.1.2	P-4	ISDN<10 circuits/Non-Dispatch/TN(days)			
A.2.1.6.2.1	P-4	ISDN>=10 circuits/Dispatch/TN(days)			
A.2.1.6.2.2	P-4	ISDN>=10 circuits/Non-Dispatch/TN(days)			

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A.2.2.2.2.2	P-1	Business/≥10 circuits/Equipment/TN(days)
A.2.2.2.2.3	P-1	Business/≥10 circuits/Other/TN(days)
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN(days)
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN(days)
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN(days)
A.2.2.3.2.1	P-1	Design (Specials)/≥10 circuits/Facility/TN(days)
A.2.2.3.2.2	P-1	Design (Specials)/≥10 circuits/Equipment/TN(days)
A.2.2.3.2.3	P-1	Design (Specials)/≥10 circuits/Other/TN(days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN(days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN(days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN(days)
A.2.2.4.2.1	P-1	PBX/≥10 circuits/Facility/TN(days)
A.2.2.4.2.2	P-1	PBX/≥10 circuits/Equipment/TN(days)
A.2.2.4.2.3	P-1	PBX/≥10 circuits/Other/TN(days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN(days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN(days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN(days)
A.2.2.5.2.1	P-1	Centrex/≥10 circuits/Facility/TN(days)
A.2.2.5.2.2	P-1	Centrex/≥10 circuits/Equipment/TN(days)
A.2.2.5.2.3	P-1	Centrex/≥10 circuits/Other/TN(days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN(days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN(days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN(days)
A.2.2.6.2.1	P-1	ISDN/≥10 circuits/Facility/TN(days)
A.2.2.6.2.2	P-1	ISDN/≥10 circuits/Equipment/TN(days)
A.2.2.6.2.3	P-1	ISDN/≥10 circuits/Other/TN(days)

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/TN(%)
A.2.4.2	P-2	Business/TN(%)
A.2.4.3	P-2	Design (Specials)/TN(%)
A.2.4.4	P-2	PBX/TN(%)
A.2.4.5	P-2	Centrex/TN(%)
A.2.4.6	P-2	ISDN/TN(%)

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/TN(%)
A.2.5.2	P-2	Business/TN(%)
A.2.5.3	P-2	Design (Specials)/TN(%)
A.2.5.4	P-2	PBX/TN(%)
A.2.5.5	P-2	Centrex/TN(%)
A.2.5.6	P-2	ISDN/TN(%)

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/TN(hours)
A.2.7.2	P-2	Business/TN(hours)
A.2.7.3	P-2	Design (Specials)/TN(hours)
A.2.7.4	P-2	PBX/TN(hours)
A.2.7.5	P-2	Centrex/TN(hours)
A.2.7.6	P-2	ISDN/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/TN(hours)
A.2.8.2	P-2	Business/TN(hours)
A.2.8.3	P-2	Design (Specials)/TN(hours)
A.2.8.4	P-2	PBX/TN(hours)
A.2.8.5	P-2	Centrex/TN(hours)
A.2.8.6	P-2	ISDN/TN(hours)

% Jeopardy Notice ≥ 48 hours - Mechanized

A.2.9.1	P-2	Residence/TN(%)
A.2.9.2	P-2	Business/TN(%)
A.2.9.3	P-2	Design (Specials)/TN(%)

Benchmark / Analog

0.00	BST Measure	0	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	Bus	0						
0.00	Bus	0						
47.00	Design	1	0.00	0	0.000			YES
0.00	Design	0	0.00	0				YES
0.00	Design	0	0.00	0				YES
0.00	Design	0						
0.00	Design	0						
0.00	Design	0						
0.00	PBX	0						
0.00	PBX	0						
0.00	PBX	0						
0.00	PBX	0						
0.00	PBX	0						
0.00	PBX	0						
0.00	Centrex	0	0.00	0				YES
0.00	Centrex	0	0.00	0				YES
0.00	Centrex	0	0.00	0				YES
7.00	Centrex	1			0.000			
0.00	Centrex	0						
0.00	Centrex	0						
84.20	ISDN	10	11.00	1	92.554	97.07109	0.7541	YES
0.00	ISDN	0	0.00	0				YES
0.00	ISDN	0	0.00	0				YES
0.00	ISDN	0						
0.00	ISDN	0						
0.00	ISDN	0						

0.42%	Res	271,348	0.46%	9,953		0.00066	-0.6663	YES
1.40%	Bus	23,699	0.67%	300		0.00683	1.0753	YES
9.28%	Design	1,035						
2.04%	PBX	147						
2.75%	Centrex	582						
5.55%	ISDN	1,478	0.00%	1		0.22899	0.2423	YES

	Diagnostic		0.00%	44				Diagnostic
	Diagnostic		0.00%	80				Diagnostic
	Diagnostic		20.00%	5				Diagnostic
	Diagnostic		0.00%	1				Diagnostic
	Diagnostic		30.00%	10				Diagnostic

	>= 48 hrs		134.59	41				YES
	>= 48 hrs		145.18	1				YES
	>= 48 hrs							
	>= 48 hrs							
	>= 48 hrs							

	Diagnostic							Diagnostic
	Diagnostic							Diagnostic
	Diagnostic		178.00	1				Diagnostic
	Diagnostic							Diagnostic
	Diagnostic		314.00	3				Diagnostic

95% >= 48 hrs			100.00%	41				YES
95% >= 48 hrs			100.00%	1				YES
95% >= 48 hrs								

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A.2.9.4	P-2	PBX/TN(%)
A.2.9.5	P-2	Centrex/TN(%)
A.2.9.6	P-2	ISDN/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

A.2.10.1	P-2	Residence/TN(%)
A.2.10.2	P-2	Business/TN(%)
A.2.10.3	P-2	Design (Specials)/TN(%)
A.2.10.4	P-2	PBX/TN(%)
A.2.10.5	P-2	Centrex/TN(%)
A.2.10.6	P-2	ISDN/TN(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)

Benchmark /
Analog

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
ISDN
ISDN

BST Measure
BST Volume
CLEC Measure
CLEC Volume
Standard Deviation
Standard Error
ZScore
Equity

							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

5.84%	14,419	4.29%	490		0.01077	1.4425	YES
0.16%	256,443	0.13%	9,508		0.00041	0.7138	YES
5.71%	35	0.00%	1		0.23541	0.2427	YES
1.45%	11,136	1.90%	105		0.01170	-0.3922	YES
0.13%	12,421	0.37%	273		0.00219	-1.0822	YES
5.17%	58						
0.00%	3						
4.20%	905	0.00%	1		0.20067	0.2092	YES
15.38%	13	0.00%	4		0.20630	0.7458	YES
0.00%	1						
2.17%	46						
0.00%	84						
0.00%	12						
1.74%	172						
0.00%	384	0.00%	1		0.00000		YES
0.00%	13						
0.00%	13						
6.72%	580	0.00%	5		0.11248	0.5978	YES
0.68%	752	0.00%	8		0.02889	0.2302	YES
0.00%	3						
0.00%	29						

7.82%	13,870	7.84%	638		0.01087	-0.0198	YES
3.25%	249,886	5.32%	9,616		0.00184	-11.2866	NO
12.12%	33						
2.91%	9,684	2.60%	77		0.01924	0.1635	YES
4.00%	12,973	3.31%	242		0.01271	0.5465	YES
11.32%	53	0.00%	1		0.31982	0.3540	YES
0.00%	2						
2.86%	770						
0.00%	13	0.00%	1		0.00000		YES
0.00%	2						
0.00%	21	0.00%	1		0.00000		YES
2.44%	82	0.00%	3		0.09068	0.2690	YES
0.00%	4						
8.33%	12						
0.00%	296						
0.23%	444	0.00%	1		0.04746	0.0475	YES
4.76%	21						
0.00%	7						
3.88%	619	0.00%	5		0.08668	0.4473	YES
0.79%	632	0.00%	9		0.02974	0.2660	YES
0.00%	7						

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A.2.19.5.1.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.19.5.1.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.19.5.2.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.19.5.2.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.19.6.2.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.19.6.2.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
Total Service Order Cycle Time (offered) - Mechanized		
A.2.21.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)
A.2.21.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.21.1.2.1	P-10	Residence<10 circuits/Dispatch/TN(days)
A.2.21.1.2.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.21.2.1.1	P-10	Business<10 circuits/Dispatch/TN(days)
A.2.21.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)
A.2.21.2.2.1	P-10	Business<10 circuits/Dispatch/TN(days)
A.2.21.2.2.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)
A.2.21.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/TN(days)
A.2.21.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/TN(days)
A.2.21.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/TN(days)
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)
A.2.21.4.2.1	P-10	PBX>=10 circuits/Dispatch/TN(days)
A.2.21.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)
A.2.21.5.1.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.21.5.1.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.21.5.2.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.21.5.2.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.21.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.21.6.2.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.21.6.2.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
Total Service Order Cycle Time (offered) - Partially Mechanized		
A.2.22.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)
A.2.22.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.22.1.2.1	P-10	Residence<10 circuits/Dispatch/TN(days)
A.2.22.1.2.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.22.2.1.1	P-10	Business<10 circuits/Dispatch/TN(days)
A.2.22.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)
A.2.22.2.2.1	P-10	Business<10 circuits/Dispatch/TN(days)
A.2.22.2.2.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)
A.2.22.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/TN(days)
A.2.22.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/TN(days)
A.2.22.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)
A.2.22.4.1.1	P-10	PBX<10 circuits/Dispatch/TN(days)
A.2.22.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)
A.2.22.4.2.1	P-10	PBX>=10 circuits/Dispatch/TN(days)
A.2.22.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)
A.2.22.5.1.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.22.5.1.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.22.5.2.1	P-10	Centre<10 circuits/Dispatch/TN(days)
A.2.22.5.2.2	P-10	Centre<10 circuits/Non-Dispatch/TN(days)
A.2.22.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.22.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.22.6.2.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.22.6.2.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)

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A.2.23.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)
A.2.23.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.23.1.2.1	P-10	Residence>=10 circuits/Dispatch/TN(days)
A.2.23.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/TN(days)
A.2.23.2.1	P-10	Business<10 circuits/Dispatch/TN(days)
A.2.23.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)
A.2.23.2.2	P-10	Business>=10 circuits/Dispatch/TN(days)
A.2.23.2.2.1	P-10	Business>=10 circuits/Non-Dispatch/TN(days)
A.2.23.3.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)
A.2.23.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/TN(days)
A.2.23.3.2	P-10	Design (Specials)>=10 circuits/Dispatch/TN(days)
A.2.23.3.2.1	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)
A.2.23.4.1	P-10	PBX<10 circuits/Dispatch/TN(days)
A.2.23.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)
A.2.23.4.2	P-10	PBX>=10 circuits/Dispatch/TN(days)
A.2.23.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)
A.2.23.5.1	P-10	Centrex<10 circuits/Dispatch/TN(days)
A.2.23.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/TN(days)
A.2.23.5.2	P-10	Centrex>=10 circuits/Dispatch/TN(days)
A.2.23.5.2.1	P-10	Centrex>=10 circuits/Non-Dispatch/TN(days)
A.2.23.6.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.23.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.23.6.2	P-10	ISDN>=10 circuits/Dispatch/TN(days)
A.2.23.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/TN(days)

% Completions w/o Notice or < 24 hours		
A.2.24.1.1	P-6	Residence/Dispatch/TN(%)
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN(%)
A.2.24.2	P-6	Business/Dispatch/TN(%)
A.2.24.2.2	P-6	Business/Non-Dispatch/TN(%)
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN(%)
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN(%)
A.2.24.4.1	P-6	PBX/Dispatch/TN(%)
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN(%)
A.2.24.5.1	P-6	Centrex/Dispatch/TN(%)
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN(%)
A.2.24.6.1	P-6	ISDN/Dispatch/TN(%)
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN(%)

Service Order Accuracy

A.2.25.1.1.1	P=11	Residence<10 circuits/Dispatch/TN(%)
A.2.25.1.1.2	P=11	Residence<10 circuits/Non-Dispatch/TN(%)
A.2.25.1.2.1	P=11	Residence/>=10 circuits/Dispatch/TN(%)
A.2.25.1.2.2	P=11	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.25.2.1.1	P=11	Business<10 circuits/Dispatch/TN(%)
A.2.25.2.1.2	P=11	Business<10 circuits/Non-Dispatch/TN(%)
A.2.25.2.2.1	P=11	Business/>=10 circuits/Dispatch/TN(%)
A.2.25.2.2.2	P=11	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.25.3.1.1	P=11	Design (Specials)<10 circuits/Dispatch/TN(%)
A.2.25.3.1.2	P=11	Design (Specials)<10 circuits/Non-Dispatch/TN(%)
A.2.25.3.2.1	P=11	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.25.3.2.2	P=11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)

Resale - Maintenance and Repair

Missed Repair Appointments

Specialized Dispatching	
A.3.1.1.1	M&R-1 Residence/Dispatch/TN(%)
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/TN(%)
A.3.1.2	M&R-1 Business/Dispatch/TN(%)
A.3.1.2.2	M&R-1 Business/Non-Dispatch/TN(%)
A.3.1.3	M&R-1 Desim. (Specials)/Dispatch/TN(%)

[illegible]

	0.92%	433	Diagnostic
	9.85%	8,177	Diagnostic
	9.62%	52	Diagnostic
	0.98%	205	Diagnostic
	0.00%	1	Diagnostic
	0.00%	3	Diagnostic
			Diagnostic
			Diagnostic
			Diagnostic
	0.00%	1	Diagnostic
	0.00%	5	Diagnostic
	0.00%	5	Diagnostic

92.14%	140			NO
95.38%	130			YES
100.00%	19			YES
91.33%	150			NO
93.85%	130			NO
100.00%	10			YES
84.62%	13			NO
81.08%	37			NO
91.84%	98			NO
100.00%	1			YES
100.00%	6			YES

4.93%	39,708	3.75%	854	0.00749	1.5781	YES
0.78%	20,907	0.92%	218	0.00359	-0.2301	YES
5.99%	5,458	9.75%	72	0.02815	-1.3253	YES
1.48%	2,094	0.00%	25	0.02430	0.8003	YES
1.74%	1,690	0.00%	2	0.02430	0.8003	YES

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A.3.1.3.2
A.3.1.4.1
A.3.1.4.2
A.3.1.5.1
A.3.1.6.2
A.3.1.6.1
A.3.1.6.2

M&R-1	Design (Specials)/Non-Dispatch/TN(%)
M&R-1	PBX/Dispatch/TN(%)
M&R-1	PBX/Non-Dispatch/TN(%)
M&R-1	Centrex/Dispatch/TN(%)
M&R-1	Centrex/Non-Dispatch/TN(%)
M&R-1	ISDN/Dispatch/TN(%)
M&R-1	ISDN/Non-Dispatch/TN(%)

Customer Trouble Report Rate

A.3.2.1.1
A.3.2.1.2
A.3.2.2.1
A.3.2.2.2
A.3.2.3.1
A.3.2.3.2
A.3.2.4.1
A.3.2.4.2
A.3.2.5.1
A.3.2.5.2
A.3.2.6.1
A.3.2.6.2

M&R-2	Residence/Dispatch/TN(%)
M&R-2	Residence/Non-Dispatch/TN(%)
M&R-2	Business/Dispatch/TN(%)
M&R-2	Business/Non-Dispatch/TN(%)
M&R-2	Design (Specials)/Dispatch/TN(%)
M&R-2	Design (Specials)/Non-Dispatch/TN(%)
M&R-2	PBX/Dispatch/TN(%)
M&R-2	PBX/Non-Dispatch/TN(%)
M&R-2	Centrex/Dispatch/TN(%)
M&R-2	Centrex/Non-Dispatch/TN(%)
M&R-2	ISDN/Dispatch/TN(%)
M&R-2	ISDN/Non-Dispatch/TN(%)

Maintenance Average Duration

A.3.3.1.1
A.3.3.1.2
A.3.3.2.1
A.3.3.2.2
A.3.3.3.1
A.3.3.3.2
A.3.3.4.1
A.3.3.4.2
A.3.3.5.1
A.3.3.5.2
A.3.3.6.1
A.3.3.6.2

M&R-3	Residence/Dispatch/TN(hours)
M&R-3	Residence/Non-Dispatch/TN(hours)
M&R-3	Business/Dispatch/TN(hours)
M&R-3	Business/Non-Dispatch/TN(hours)
M&R-3	Design (Specials)/Dispatch/TN(hours)
M&R-3	Design (Specials)/Non-Dispatch/TN(hours)
M&R-3	PBX/Dispatch/TN(hours)
M&R-3	PBX/Non-Dispatch/TN(hours)
M&R-3	Centrex/Dispatch/TN(hours)
M&R-3	Centrex/Non-Dispatch/TN(hours)
M&R-3	ISDN/Dispatch/TN(hours)
M&R-3	ISDN/Non-Dispatch/TN(hours)

% Repeat Troubles within 30 Days

A.3.4.1.1
A.3.4.1.2
A.3.4.2.1
A.3.4.2.2
A.3.4.3.1
A.3.4.3.2
A.3.4.4.1
A.3.4.4.2
A.3.4.5.1
A.3.4.5.2
A.3.4.6.1
A.3.4.6.2

M&R-4	Residence/Dispatch/TN(%)
M&R-4	Residence/Non-Dispatch/TN(%)
M&R-4	Business/Dispatch/TN(%)
M&R-4	Business/Non-Dispatch/TN(%)
M&R-4	Design (Specials)/Dispatch/TN(%)
M&R-4	Design (Specials)/Non-Dispatch/TN(%)
M&R-4	PBX/Dispatch/TN(%)
M&R-4	PBX/Non-Dispatch/TN(%)
M&R-4	Centrex/Dispatch/TN(%)
M&R-4	Centrex/Non-Dispatch/TN(%)
M&R-4	ISDN/Dispatch/TN(%)
M&R-4	ISDN/Non-Dispatch/TN(%)

Out of Service > 24 hours

A.3.5.1.1
A.3.5.1.2
A.3.5.2.1
A.3.5.2.2
A.3.5.3.1
A.3.5.3.2
A.3.5.4.1
A.3.5.4.2
A.3.5.5.1
A.3.5.5.2
A.3.5.6.1

M&R-5	Residence/Dispatch/TN(%)
M&R-5	Residence/Non-Dispatch/TN(%)
M&R-5	Business/Dispatch/TN(%)
M&R-5	Business/Non-Dispatch/TN(%)
M&R-5	Design (Specials)/Dispatch/TN(%)
M&R-5	Design (Specials)/Non-Dispatch/TN(%)
M&R-5	PBX/Dispatch/TN(%)
M&R-5	PBX/Non-Dispatch/TN(%)
M&R-5	Centrex/Dispatch/TN(%)
M&R-5	Centrex/Non-Dispatch/TN(%)
M&R-5	ISDN/Dispatch/TN(%)

Benchmark /
Analog

Design	0.65%	616	0.00%	1		0.08039	0.0808	YES
PBX	5.48%	73	0.00%	0				YES
PBX	0.00%	48	0.00%	0				YES
Centrex	7.28%	453	0.00%	1		0.26017	0.2600	YES
Centrex	1.89%	265	0.00%	1		0.13632	0.1364	YES
ISDN	11.82%	330	0.00%	5		0.14546	0.1825	YES
ISDN	3.25%	369	0.00%	2		0.12576	0.2586	YES

Res	2.05%	1,940,657	2.45%	34,821		0.00077	-5.2551	NO
Res	1.08%	1,940,657	0.63%	34,821		0.00056	8.0410	YES
Bus	1.24%	441,447	1.06%	6,813		0.00136	1.3229	YES
Bus	0.47%	441,447	0.37%	6,813		0.00084	1.2774	YES
Design	0.63%	74,795	1.11%	630		0.00317	-1.5279	YES
Design	0.82%	74,795	0.16%	630		0.00363	1.8311	YES
PBX	0.10%	71,431	0.00%	929		0.00106	0.9881	YES
PBX	0.07%	71,431	0.00%	929		0.00086	0.7850	YES
Centrex	0.59%	77,011	0.47%	214		0.00525	0.2304	YES
Centrex	0.34%	77,011	0.47%	214		0.00402	-0.3068	YES
ISDN	0.18%	188,254	0.39%	1,276		0.00118	-1.8414	NO
ISDN	0.20%	188,254	0.16%	1,276		0.00124	0.3158	YES

Res	23.87	39,708	24.55	854		23,394	0.80910	-0.8462	YES
Res	10.43	20,907	7.34	218		16,481	1.12204	2.7562	YES
Bus	9.25	5,458	9.72	72		12,245	1.45255	-0.3219	YES
Bus	3.18	2,094	2.61	25		6,489	1.30559	0.4386	YES
Design	5.68	469	4.46	7		8,556	3.23604	0.3706	YES
Design	2.25	616	0.85	1		3,393	3.39539	0.4124	YES
PBX	7.55	73	0.00	0		7,225	YES		YES
PBX	2.78	48	0.00	0		2,838			YES
Centrex	12.05	453	2.12	1		34,490	34,528.49	0.2876	YES
Centrex	3.09	265	3.00	1		5,489	5.49952	0.0162	YES
ISDN	10.53	330	5.01	5		13,365	6.01619	0.9175	YES
ISDN	3.78	369	5.39	2		7,729	5.48023	-0.2940	YES

Res	16.12%	39,708	9.13%	854		0.01272	5.4937	YES
Res	14.55%	20,907	14.88%	218		0.02400	-0.0556	YES
Bus	12.31%	5,458	20.83%	72		0.03898	-2.1862	NO
Bus	11.03%	2,094	12.00%	25		0.06303	-0.1537	YES
Design	19.62%	469	0.00%	7		0.15120	1.2973	YES
Design	21.92%	616	0.00%	1		0.41401	0.5293	YES
PBX	9.59%	73	0.00%	0				YES
PBX	8.33%	48	0.00%	0				YES
Centrex	10.35%	453	0.00%	1		0.30528	0.3399	YES
Centrex	8.88%	265	0.00%	1		0.28206	0.3077	YES
ISDN	21.21%	330	0.00%	5		0.18421	1.1515	YES
ISDN	15.95%	369	0.00%	2		0.25966	0.6153	YES

Res	30.88%	26,305	31.95%	676		0.01800	-0.5918	YES
Res	19.84%	6,945	12.50%	104		0.03940	1.8634	YES
Bus	5.57%	3,161	3.70%	54		0.03147	0.5924	YES
Bus	0.76%	786	0.00%	17		0.02184	0.3578	YES
Design	1.71%	469	0.00%	7		0.04930	0.3460	YES
Design	0.65%	616	0.00%	1		0.08039	0.0808	YES
PBX	3.57%	56	0.00%	0				YES
PBX	0.00%	38	0.00%	0				YES
Centrex	10.28%	253	0.00%	0				YES
Centrex	2.53%	158	0.00%	0				YES
ISDN	11.55%	329	0.00%	5		0.14402	0.8020	YES

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A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN(%)	ISDN	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
				3.25%	369	0.00%	2		0.12576	0.2586	YES
Resale - Billing											
A.4.1	Invoice Accuracy										
	B-1	TN(%)	BST - State	98.91%	\$196,335,513	99.86%	\$1,847,066		0.00008	-123.2982	YES
A.4.2	Mean Time to Deliver Invoices - CRIS										
	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES

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Reject Interval - Mechanized	
O-8	Switch Ports/TN(%)
B.1.4.1	
O-8	Local Interface Transport/TN(%)
B.1.4.2	
O-8	Loop + Port Combinations/TN(%)
B.1.4.3	
O-8	Combo Other/TN(%)
B.1.4.4	
O-8	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.4.5	
O-8	ISDN Loop (UDN, UDC)/TN(%)
B.1.4.6	
O-8	Line Sharing/TN(%)
B.1.4.7	
O-8	2W Analog Loop Design/TN(%)
B.1.4.8	
O-8	2W Analog Loop Non-Design/TN(%)
B.1.4.9	
O-8	2W Analog Loop w/INP Design/TN(%)
B.1.4.10	
O-8	2W Analog Loop w/INP Non-Design/TN(%)
B.1.4.11	
O-14	2W Analog Loop w/LNP Design/TN(%)
B.1.4.12	
O-14	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.4.13	
O-8	Other Design/TN(%)
B.1.4.14	
O-8	Other Non-Design/TN(%)
B.1.4.15	
O-8	INP Standalone/TN(%)
B.1.4.16	
O-14	LNP Standalone/TN(%)
B.1.4.17	
Reject Interval - Partially Mechanized - 10 hours	
O-8	Switch Ports/TN(%)
B.1.7.1	
O-8	Local Interface Transport/TN(%)
B.1.7.2	
O-8	Loop + Port Combinations/TN(%)
B.1.7.3	
O-8	Combo Other/TN(%)
B.1.7.4	
O-8	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.7.5	
O-8	ISDN Loop (UDN, UDC)/TN(%)
B.1.7.6	
O-8	Line Sharing/TN(%)
B.1.7.7	
O-8	2W Analog Loop Design/TN(%)
B.1.7.8	
O-8	2W Analog Loop Non-Design/TN(%)
B.1.7.9	
O-8	2W Analog Loop w/INP Design/TN(%)
B.1.7.10	
O-8	2W Analog Loop w/INP Non-Design/TN(%)
B.1.7.11	
O-14	2W Analog Loop w/LNP Design/TN(%)
B.1.7.12	
O-14	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.7.13	
O-8	Other Design/TN(%)
B.1.7.14	
O-8	Other Non-Design/TN(%)
B.1.7.15	
O-8	INP Standalone/TN(%)
B.1.7.16	
O-14	LNP Standalone/TN(%)
B.1.7.17	
Reject Interval - Non-Mechanized	
O-8	Switch Ports/TN(%)
B.1.8.1	
O-8	Local Interface Transport/TN(%)
B.1.8.2	
O-8	Loop + Port Combinations/TN(%)
B.1.8.3	
O-8	Combo Other/TN(%)
B.1.8.4	
O-8	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.8.5	
O-8	ISDN Loop (UDN, UDC)/TN(%)
B.1.8.6	
O-8	Line Sharing/TN(%)
B.1.8.7	
O-8	2W Analog Loop Design/TN(%)
B.1.8.8	
O-8	2W Analog Loop Non-Design/TN(%)
B.1.8.9	
O-8	2W Analog Loop w/INP Design/TN(%)
B.1.8.10	
O-8	2W Analog Loop w/INP Non-Design/TN(%)
B.1.8.11	
O-14	2W Analog Loop w/LNP Design/TN(%)
B.1.8.12	
O-14	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.8.13	
O-8	Other Design/TN(%)
B.1.8.14	
O-8	Other Non-Design/TN(%)
B.1.8.15	
O-8	INP Standalone/TN(%)
B.1.8.16	
O-14	LNP Standalone/TN(%)
B.1.8.17	
FOC Timeliness - Mechanized	
O-9	Switch Ports/TN(%)
B.1.9.1	
O-9	Local Interface Transport/TN(%)
B.1.9.2	
O-9	Loop + Port Combinations/TN(%)
B.1.9.3	

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O-9	Combo Other/TN(%)
O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
O-9	ISDN Loop (UDN, UDC)/TN(%)
O-9	Line Sharing/TN(%)
O-9	2W Analog Loop Design/TN(%)
O-9	2W Analog Loop Non-Design/TN(%)
O-9	2W Analog Loop w/INP Design/TN(%)
O-9	2W Analog Loop w/INP Non-Design/TN(%)
O-15	2W Analog Loop w/INP Design/TN(%)
O-15	2W Analog Loop w/INP Non-Design/TN(%)
O-9	Other Design/TN(%)
O-9	Other Non-Design/TN(%)
O-9	INP Standalone/TN(%)
O-15	INP Standalone/TN(%)

FOC Timeliness - Partially Mechanized - 10 hours	
O-9	Switch Ports/TN(%)
O-9	Local Interface Transports/TN(%)
O-9	Loop + Port Combinations/TN(%)
O-9	Combo Other/TN(%)
O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
O-9	ISDN Loop (UDN, UDC)/TN(%)
O-9	Line Sharing/TN(%)
O-9	2W Analog Loop Design/TN(%)
O-9	2W Analog Loop Non-Design/TN(%)
O-9	2W Analog Loop w/INP Design/TN(%)
O-9	2W Analog Loop w/INP Non-Design/TN(%)
C-15	2W Analog Loop w/INP Design/TN(%)
O-15	2W Analog Loop w/INP Non-Design/TN(%)
O-9	Other Design/TN(%)
O-9	Other Non-Design/TN(%)
O-9	INP Standalone/TN(%)
O-15	INP Standalone/TN(%)

FOC Timeliness - Non-Mechanized

O-9	Switch Ports/TN(%)
O-9	Local Interface Transport/TN(%)
O-9	Loop + Port Combinations/TN(%)
O-9	Combo Other/TN(%)
O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
O-9	ISDN Loop (UDN, UDC)/TN(%)
O-9	Line Sharing/TN(%)
O-9	2W Analog Loop Design/TN(%)
O-9	2W Analog Loop Non-Design/TN(%)
O-9	2W Analog Loop w/LNP Design/TN(%)
O-9	2W Analog Loop w/LNP Non-Design/TN(%)
O-15	2W Analog Loop w/LNP Design/TN(%)
O-15	2W Analog Loop w/LNP Non-Design/TN(%)
O-9	Other Design/TN(%)
O-9	Other Non-Design/TN(%)
O-9	INP Standalone/TN(%)
O-15	INP Standalone/TN(%)

FOC & Reject Response Completeness - Mechanized

O-11	Switch Ports/EDI/TN(%)	
O-11	Switch Ports/TAG/TN(%)	
O-11	Local Interface Transport/EDI/TN(%)	
O-11	Local Interface Transport/TAG/TN(%)	
O-11	Loop + Port Combinations/EDI/TN(%)	
O-11	Loop + Port Combinations/TAG/TN(%)	
O-11	Combo Other/EDI/TN(%)	
O-11	Combo Other/TAG/TN(%)	

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		96.85%	127				YES
		100.00%	43				YES
		100.00%	77				YES
		100.00%	542				YES
		100.00%	17				YES
		100.00%	13				YES
		100.00%	146				YES
		99.07%	107				YES
		100.00%	91				YES

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B.1.14.5.1	O-11	xDSL (ADSL, HDSL, and UCL)/ED/TN(%)
B.1.14.5.2	O-11	xDSL (ADSL, HDSL, and UCL)/TAG/TN(%)
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/ED/TN(%)
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)
B.1.14.7.1	O-11	Line Sharing/ED/TN(%)
B.1.14.7.2	O-11	Line Sharing/TAG/TN(%)
B.1.14.8.1	O-11	2W Analog Loop Design/ED/TN(%)
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN(%)
B.1.14.9.1	O-11	2W Analog Loop Non-Design/ED/TN(%)
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/ED/TN(%)
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/ED/TN(%)
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/ED/TN(%)
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/ED/TN(%)
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)
B.1.14.14.1	O-11	Other Design/ED/TN(%)
B.1.14.14.2	O-11	Other Design/TAG/TN(%)
B.1.14.15.1	O-11	Other Non-Design/ED/TN(%)
B.1.14.15.2	O-11	Other Non-Design/TAG/TN(%)
B.1.14.16.1	O-11	INP Standalone/ED/TN(%)
B.1.14.16.2	O-11	INP Standalone/TAG/TN(%)
B.1.14.17.1	O-11	LNP Standalone/ED/TN(%)
B.1.14.17.2	O-11	LNP Standalone/TAG/TN(%)

FCC & Reject Response Completeness - Partially Mechanized	
B.1.15.1.1	Switch Ports/ED/TN(%)
B.1.15.1.2	Switch Ports/TAG/TN(%)
B.1.15.1.3	Local Interface Transport/ED/TN(%)
B.1.15.2.1	Local Interface Transport/TAG/TN(%)
B.1.15.2.2	Loop + Port Combinations/ED/TN(%)
B.1.15.3.1	Loop + Port Combinations/TAG/TN(%)
B.1.15.3.2	Combo Other/ED/TN(%)
B.1.15.4.1	Combo Other/TAG/TN(%)
B.1.15.4.2	xDSL (ADSL, HDSL and UCL)/ED/TN(%)
B.1.15.5.1	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)
B.1.15.5.2	ISDN Loop (UDN, UDC)/ED/TN(%)
B.1.15.6.1	ISDN Loop (UDN, UDC)/TAG/TN(%)
B.1.15.6.2	Line Sharing/ED/TN(%)
B.1.15.7.1	Line Sharing/TAG/TN(%)
B.1.15.7.2	2W Analog Loop Design/ED/TN(%)
B.1.15.8.1	2W Analog Loop Design/TAG/TN(%)
B.1.15.8.2	2W Analog Loop Non-Design/ED/TN(%)
B.1.15.9.1	2W Analog Loop Non-Design/TAG/TN(%)
B.1.15.9.2	2W Analog Loop w/INP Design/ED/TN(%)
B.1.15.10.1	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.15.10.2	2W Analog Loop w/INP Non-Design/ED/TN(%)
B.1.15.11.1	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.11.2	2W Analog Loop w/INP Design/ED/TN(%)
B.1.15.12.1	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.15.12.2	2W Analog Loop w/INP Non-Design/ED/TN(%)
B.1.15.13.1	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.13.2	Other Design/ED/TN(%)
B.1.15.14.1	Other Design/TAG/TN(%)
B.1.15.14.2	Other Non-Design/ED/TN(%)
B.1.15.15.1	Other Non-Design/TAG/TN(%)
B.1.15.15.2	INP Standalone/ED/TN(%)
B.1.15.16.1	INP Standalone/TAG/TN(%)
B.1.15.16.2	INP Standalone/ED/TN(%)
B.1.15.17.1	INP Standalone/TAG/TN(%)

FOC & Reject Response Completeness - Partially Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			100.00%	128				YES
>= 95%			100.00%	42				YES
>= 95%			100.00%	41				YES
>= 95%			100.00%	7				YES
>= 95%			100.00%	50				YES
>= 95%			100.00%	34				YES
>= 95%			99.81%	525				YES
>= 95%			100.00%	92				YES
>= 95%			100.00%	17				YES
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%			100.00%	21				YES
>= 95%			100.00%	8				YES
>= 95%								
>= 95%								
>= 95%			100.00%	91				YES
>= 95%			98.82%	85				YES
>= 95%			100.00%	10				YES
>= 95%			100.00%	119				YES
>= 95%								
>= 95%			100.00%	59				YES
>= 95%			100.00%	48				YES
>= 95%								

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B.1.15.17.2	O-11	LNP Standalone/TAG/TN(%)
	FOC & Reject Response Completeness - Non-Mechanized	
B.1.16.1	O-11	Switch Ports/TN(%)
B.1.16.2	O-11	Local Interface Transport/TN(%)
B.1.16.3	O-11	Loop + Port Combinations/TN(%)
B.1.16.4	O-11	Combo Other/TN(%)
B.1.16.5	O-11	xDSL (ADSL, HDSL, and UCL)/TN(%)
B.1.16.6	O-11	ISDN Loop (UDSL, UDC)/TN(%)
B.1.16.7	O-11	Line Sharing/TN(%)
B.1.16.8	O-11	2W Analog Loop Design/TN(%)
B.1.16.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.16.10	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.16.11	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.16.14	O-11	Other Design/TN(%)
B.1.16.15	O-11	Other Non-Design/TN(%)
B.1.16.16	O-11	INP Standalone/TN(%)
B.1.16.17	O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	Switch Ports/EDI/TN(%)
B.1.17.1.2	O-11	Switch Ports/TAG/TN(%)
B.1.17.2.1	O-11	Local Interface Transport/EDI/TN(%)
B.1.17.2.2	O-11	Local Interface Transport/TAG/TN(%)
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN(%)
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN(%)
B.1.17.4.1	O-11	Combo Other/EDI/TN(%)
B.1.17.4.2	O-11	Combo Other/TAG/TN(%)
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)
B.1.17.7.1	O-11	Line Sharing/EDI/TN(%)
B.1.17.7.2	O-11	Line Sharing/TAG/TN(%)
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN(%)
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN(%)
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.17.10.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)
B.1.17.10.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)
B.1.17.11.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)
B.1.17.11.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)
B.1.17.14.1	O-11	Other Design/EDI/TN(%)
B.1.17.14.2	O-11	Other Design/TAG/TN(%)
B.1.17.15.1	O-11	Other Non-Design/EDI/TN(%)
B.1.17.15.2	O-11	Other Non-Design/TAG/TN(%)
B.1.17.16.1	O-11	INP Standalone/EDI/TN(%)
B.1.17.16.2	O-11	INP Standalone/TAG/TN(%)
B.1.17.17.1	O-11	LNP Standalone/EDI/TN(%)
B.1.17.17.2	O-11	LNP Standalone/TAG/TN(%)

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

B.1.18.1.1	O-11	Switch Ports/ED/TN(%)
B.1.18.1.2	O-11	Switch Ports/TAG/TN(%)
B.1.18.2.1	O-11	Local Interface Transport/ED/TN(%)
B.1.18.2.2	O-11	Local Interface Transport/TAG/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			100.00%	24				YES
>= 95%								
>= 95%			97.56%	82				YES
>= 95%			96.10%	205				YES
>= 95%								
>= 95%			100.00%	122				YES
>= 95%			100.00%	30				YES
>= 95%			100.00%	11				YES
>= 95%			100.00%	69				YES
>= 95%			98.78%	82				YES
>= 95%			100.00%	1				YES
>= 95%								
>= 95%			100.00%	27				YES
>= 95%								
>= 95%			98.56%	209				YES
>= 95%			98.87%	1,148				YES
>= 95%			92.31%	26				NO
>= 95%			98.84%	432				YES

[illegible][illegible]

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B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN(%)
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN(%)
B.1.18.4.1	O-11	Combo Other/EDI/TN(%)
B.1.18.4.2	O-11	Combo Other/TAG/TN(%)
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)
B.1.18.7.1	O-11	Line Sharing/EDI/TN(%)
B.1.18.7.2	O-11	Line Sharing/TAG/TN(%)
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN(%)
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN(%)
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.18.10.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)
B.1.18.10.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)
B.1.18.11.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)
B.1.18.11.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)
B.1.18.14.1	O-11	Other Design/EDI/TN(%)
B.1.18.14.2	O-11	Other Design/TAG/TN(%)
B.1.18.15.1	O-11	Other Non-Design/EDI/TN(%)
B.1.18.15.2	O-11	Other Non-Design/TAG/TN(%)
B.1.18.16.1	O-11	INP Standalone/EDI/TN(%)
B.1.18.16.2	O-11	INP Standalone/TAG/TN(%)
B.1.18.17.1	O-11	LNP Standalone/EDI/TN(%)
B.1.18.17.2	O-11	LNP Standalone/TAG/TN(%)

FOC & Select Response Completeness (Multiple Responses) - Non-Mechanized

B.1.19.1	O-11	Switch Ports/TN(%)
B.1.19.2	O-11	Local Interface Transport/TN(%)
B.1.19.3	O-11	Loop + Port Combinations/TN(%)
B.1.19.4	O-11	Combo Other/TN(%)
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN(%)
B.1.19.7	O-11	Line Sharing/TN(%)
B.1.19.8	O-11	2W Analog Loop Design/TN(%)
B.1.19.9	O-11	2W Analog Loop Non-Design/TN(%)
B.1.19.10	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.19.11	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.19.14	O-11	Other Design/TN(%)
B.1.19.15	O-11	Other Non-Design/TN(%)
B.1.19.16	O-11	INP Standalone/TN(%)
B.1.19.17	O-11	LNP Standalone/TN(%)

Unbundled Network Elements - Provisioning

Order Completion Interval	
P-4	Switch Ports<10 circuits/Dispatch/TN(days)
P-4	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
P-4	Switch Ports/>=10 circuits/Dispatch/TN(days)
P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)
P-4	Local Interface Transport/<10 circuits/Dispatch/TN(days)
P-4	Local Interface Transport/<10 circuits/Non-Dispatch/TN(days)
P-4	Local Interface Transport/>=10 circuits/Dispatch/TN(days)
P-4	Local Interface Transport/>=10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog

>= 95%	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			89.25%	372				NO
>= 95%			87.11%	2,204				NO
>= 95%								
>= 95%			100.00%	7				YES
>= 95%			100.00%	5				YES
>= 95%			100.00%	47				YES
>= 95%			96.77%	62				YES
>= 95%			100.00%	4				YES
>= 95%			93.75%	16				NO
>= 95%			95.24%	63				YES
>= 95%			84.85%	33				NO
>= 95%			100.00%	2				YES
>= 95%								
>= 95%								
>= 95%								
>= 95%			97.29%	258				YES
>= 95%			92.11%	38				NO
>= 95%								
>= 95%								
>= 95%			98.51%	67				YES
>= 95%			91.43%	35				NO
>= 95%			100.00%	12				YES
>= 95%			92.00%	50				NO
>= 95%								
>= 95%								
>= 95%			96.77%	62				YES
>= 95%			100.00%	24				YES

>= 95%			91.25%	80				NO
>= 95%			93.91%	197				NO
>= 95%								
>= 95%			98.36%	122				YES
>= 95%			86.67%	30				NO
>= 95%			100.00%	11				YES
>= 95%			92.75%	69				NO
>= 95%			93.83%	81				NO
>= 95%			100.00%	1				YES
>= 95%			100.00%	27				YES
>= 95%			88.83%	206				NO
>= 95%			100.00%	1,135				YES
>= 95%			97.19%	427				YES

3.91	23,083				5.040			
0.90	256,125				1.777			
9.11	82				10.508			
0.33	3				0.000			
15.63	785		8.92	12	2.87166	2.3393		YES
31.00	1				0.000			

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
DS1/DS3
DS1/DS3

BellSouth Monthly State Summary **Tennessee, March 2002**

B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days)
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)
B.2.1.4.1	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)
B.2.1.4.1.2	P-4	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch In/TN(days)
B.2.1.4.2.2	P-4	UNE ISDN-6 circuits/Dispatch/TN(days)
B.2.1.6.1	P-4	UNE ISDN-6 circuits/Non-Dispatch/TN(days)
B.2.1.6.1.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN(days)
B.2.1.6.1.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)
B.2.1.6.2	P-4	UNE ISDN/>=14 circuits/Dispatch/TN(days)
B.2.1.6.2.1	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)
B.2.1.7.1	P-4	Line Sharing/<6 circuits/Dispatch/TN(days)
B.2.1.7.1.1	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN(days)
B.2.1.7.1.2	P-4	Line Sharing/6-13 circuits/Dispatch/TN(days)
B.2.1.7.1.3	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN(days)
B.2.1.7.2	P-4	Line Sharing/>=14 circuits/Dispatch/TN(days)
B.2.1.7.2.1	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN(days)
B.2.1.8.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.8.2	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.9.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.9.2	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.10.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.10.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.11.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.11.2	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.12.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.1.12.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.12.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.1.12.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.13.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.13.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)
B.2.1.13.2	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.13.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)
B.2.1.14.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.14.2	P-4	Other Design/>=10 circuits/Dispatch/TN(days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.15.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.1.15.2	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.1.16.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.16.2	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	3.92	23,297	2.83	211	5.060	0.34994	3.7062	YES
R&B	0.90	257,039	0.65	3,787	1.785	0.02923	8.6107	YES
R&B	0.33	134,737	0.33	2,434	0.000	0.00000		YES
R&B	1.52	122,302	1.22	1,353	2.440	0.06870	4.6215	YES
R&B	9.24	95	2.50	2	10.350	7.39498	0.9112	YES
R&B	2.25	27	2.00	1	3.587	3.65253	0.0671	YES
R&B	0.33	13			0.000			
R&B	4.02	14	2.00	1	4.270	4.41961	0.4579	YES
R&B&D - Disp	4.86	24,764	10.11	38	8.099	1.31480	-3.9892	NO
R&B&D - Disp	4.86	24,764			12.309			
R&B&D - Disp	9.61	99			10.497			
R&B&D - Disp	9.61	99			4.034			
ISDN - BRI	14.31	375	10.72	57	11.204	1.59285	2.2538	YES
ISDN - BRI	1.15	489			1.920			
ISDN - BRI	13.00	3			4.359			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	3.99	1,234	10.00	1	3.176	3.17739	-1.8915	NO
ADSL to Retail	3.62	1,803	3.33	3	0.898	0.51895	0.5588	YES
ADSL to Retail	3.78	9			1.202			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	3.92	23,297	4.77	129	5.060	0.44676	-1.8921	NO
R&B - Disp	3.92	23,297			1.785			
R&B - Disp	9.24	95			10.350			
R&B - Disp	9.24	95			3.587			
R&B (POTS) excl SB Or	3.91	23,083	3.50	2	5.040	3.56428	0.1160	YES
R&B (POTS) excl SB Or	1.52	121,902			2.440			
R&B (POTS) excl SB Or	9.11	82			10.508			
R&B (POTS) excl SB Or								
R&B - Disp	3.92	23,297			5.060			
R&B - Disp	3.92	23,297			1.785			
R&B - Disp	9.24	95			10.350			
R&B - Disp	9.24	95			3.587			
R&B (POTS) excl SB Or	3.91	23,083			5.040			
R&B (POTS) excl SB Or	1.52	121,902			2.440			
R&B (POTS) excl SB Or	9.11	82			10.508			
R&B (POTS) excl SB Or								
R&B - Disp	3.92	23,297	5.28	60	5.060	0.65412	-2.0810	NO
R&B - Disp	3.92	23,297			1.785			
R&B - Disp	9.24	95			10.350			
R&B - Disp	9.24	95			3.587			
R&B (POTS) excl SB Or	3.91	23,083			5.040			
R&B (POTS) excl SB Or	1.52	121,902			2.440			
R&B (POTS) excl SB Or	9.11	82			10.508			
R&B (POTS) excl SB Or								
Design	19.76	1,467			21.558			
Design	6.80	313			12.309			
Design	18.50	4			11.561			
Design	4.12	28			4.034			
R&B	3.92	23,297			5.060			
R&B	0.90	257,039	0.33	1	1.785	1.78546	0.3182	YES
R&B	9.24	95			10.350			
R&B	2.25	27			3.587			
R&B (POTS)	3.91	23,083			5.040			
R&B (POTS)	0.90	256,125			1.777			
R&B (POTS)	9.11	82			10.508			
R&B (POTS)	0.33	3			0.000			

B.2.1.17.1.1
B.2.1.17.1.2
B.2.1.17.2.1

B.2.2.1
B.2.2.2

P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days)
P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN(days)

P-1	Switch Ports<10 circuits/Facility/TN(days)
P-1	Switch Ports<10 circuits/Equipment/TN(days)
P-1	Switch Ports<10 circuits/Other/TN(days)
P-1	Switch Ports>=10 circuits/Facility/TN(days)
P-1	Switch Ports>=10 circuits/Equipment/TN(days)
P-1	Switch Ports>=10 circuits/Other/TN(days)
P-1	Local Interface Transport<10 circuits/Facility/TN(days)
P-1	Local Interface Transport<10 circuits/Equipment/TN(days)
P-1	Local Interface Transport<10 circuits/Other/TN(days)
P-1	Local Interface Transport>=10 circuits/Facility/TN(days)
P-1	Local Interface Transport>=10 circuits/Equipment/TN(days)
P-1	Local Interface Transport>=10 circuits/Other/TN(days)
P-1	Loop + Port Combinations<10 circuits/Facility/TN(days)
P-1	Loop + Port Combinations<10 circuits/Equipment/TN(days)
P-1	Loop + Port Combinations<10 circuits/Other/TN(days)
P-1	Loop + Port Combinations>=10 circuits/Facility/TN(days)
P-1	Loop + Port Combinations>=10 circuits/Equipment/TN(days)
P-1	Loop + Port Combinations>=10 circuits/Other/TN(days)
P-1	Combo Other<10 circuits/Facility/TN(days)
P-1	Combo Other<10 circuits/Equipment/TN(days)
P-1	Combo Other<10 circuits/Other/TN(days)
P-1	Combo Other>=10 circuits/Facility/TN(days)
P-1	Combo Other>=10 circuits/Equipment/TN(days)
P-1	Combo Other>=10 circuits/Other/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Other/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/TN(days)
P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/TN(days)
P-1	UNE ISDN<10 circuits/Facility/TN(days)
P-1	UNE ISDN<10 circuits/Equipment/TN(days)
P-1	UNE ISDN<10 circuits/Other/TN(days)
P-1	UNE ISDN>=10 circuits/Facility/TN(days)
P-1	UNE ISDN>=10 circuits/Equipment/TN(days)
P-1	UNE ISDN>=10 circuits/Other/TN(days)
P-1	Line Sharing<10 circuits/Facility/TN(days)
P-1	Line Sharing<10 circuits/Equipment/TN(days)
P-1	Line Sharing<10 circuits/Other/TN(days)
P-1	Line Sharing>=10 circuits/Facility/TN(days)
P-1	Line Sharing>=10 circuits/Equipment/TN(days)
P-1	Line Sharing>=10 circuits/Other/TN(days)
P-1	2W Analog Loop Design<10 circuits/Facility/TN(days)

14 days
7 days

		4.10	121
			YES

[illegible]

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B.2.3.8.1.2	P-1	2W Analog Loop Design<10 circuits/Equipment/TN(days)
B.2.3.8.1.3	P-1	2W Analog Loop Design<10 circuits/Other/TN(days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/=>10 circuits/Facility/TN(days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/=>10 circuits/Equipment/TN(days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/=>10 circuits/Other/TN(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design<10 circuits/Facility/TN(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design<10 circuits/Equipment/TN(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design<10 circuits/Other/TN(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/=>10 circuits/Facility/TN(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/=>10 circuits/Equipment/TN(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/=>10 circuits/Other/TN(days)
B.2.3.10.1.1	P-1	2W Analog Loop w/NP Design<10 circuits/Facility/TN(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/NP Design<10 circuits/Equipment/TN(days)
B.2.3.10.1.3	P-1	2W Analog Loop w/NP Design<10 circuits/Other/TN(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/NP Design/=>10 circuits/Facility/TN(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/NP Design/=>10 circuits/Equipment/TN(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/NP Design/=>10 circuits/Other/TN(days)
B.2.3.11.1.1	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Facility/TN(days)
B.2.3.11.1.2	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Equipment/TN(days)
B.2.3.11.1.3	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Other/TN(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/NP Non-Design/=>10 circuits/Facility/TN(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/NP Non-Design/=>10 circuits/Equipment/TN(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/NP Non-Design/=>10 circuits/Other/TN(days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design<10 circuits/Facility/TN(days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design<10 circuits/Equipment/TN(days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design<10 circuits/Other/TN(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/=>10 circuits/Facility/TN(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/=>10 circuits/Equipment/TN(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/=>10 circuits/Other/TN(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Facility/TN(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Equipment/TN(days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Other/TN(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/=>10 circuits/Facility/TN(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/=>10 circuits/Equipment/TN(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/=>10 circuits/Other/TN(days)
B.2.3.14.1.1	P-1	Other Design<10 circuits/Facility/TN(days)
B.2.3.14.1.2	P-1	Other Design<10 circuits/Equipment/TN(days)
B.2.3.14.1.3	P-1	Other Design<10 circuits/Other/TN(days)
B.2.3.14.2.1	P-1	Other Design/=>10 circuits/Facility/TN(days)
B.2.3.14.2.2	P-1	Other Design/=>10 circuits/Equipment/TN(days)
B.2.3.14.2.3	P-1	Other Design/=>10 circuits/Other/TN(days)
B.2.3.15.1.1	P-1	Other Non-Design<10 circuits/Facility/TN(days)
B.2.3.15.1.2	P-1	Other Non-Design<10 circuits/Equipment/TN(days)
B.2.3.15.1.3	P-1	Other Non-Design<10 circuits/Other/TN(days)
B.2.3.15.2.1	P-1	Other Non-Design/=>10 circuits/Facility/TN(days)
B.2.3.15.2.2	P-1	Other Non-Design/=>10 circuits/Equipment/TN(days)
B.2.3.15.2.3	P-1	Other Non-Design/=>10 circuits/Other/TN(days)
B.2.3.16.1.1	P-1	INP (Standalone)<10 circuits/Facility/TN(days)
B.2.3.16.1.2	P-1	INP (Standalone)<10 circuits/Equipment/TN(days)
B.2.3.16.1.3	P-1	INP (Standalone)<10 circuits/Other/TN(days)
B.2.3.16.2.1	P-1	INP (Standalone)/=>10 circuits/Facility/TN(days)
B.2.3.16.2.2	P-1	INP (Standalone)/=>10 circuits/Equipment/TN(days)
B.2.3.16.2.3	P-1	INP (Standalone)/=>10 circuits/Other/TN(days)
B.2.3.17.1.1	P-1	LNP (Standalone)<10 circuits/Facility/TN(days)
B.2.3.17.1.2	P-1	LNP (Standalone)<10 circuits/Equipment/TN(days)
B.2.3.17.1.3	P-1	LNP (Standalone)<10 circuits/Other/TN(days)
B.2.3.17.2.1	P-1	LNP (Standalone)/=>10 circuits/Facility/TN(days)
B.2.3.17.2.2	P-1	LNP (Standalone)/=>10 circuits/Equipment/TN(days)
B.2.3.17.2.3	P-1	LNP (Standalone)/=>10 circuits/Other/TN(days)
B.2.3.18.1.1	P-1	Digital Loop < DS3<10 circuits/Facility/TN(days)

[illegible]

Digital Loop < DS1

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B.2.3.18.1.2
B.2.3.18.1.3
B.2.3.18.2.1
B.2.3.18.2.2
B.2.3.18.2.3
B.2.3.19.1.1
B.2.3.19.1.2
B.2.3.19.1.3
B.2.3.19.2.1
B.2.3.19.2.2
B.2.3.19.2.3

P-1	Digital Loop < DS1/ <10 circuits/Equipment/TN(days)
P-1	Digital Loop < DS1/ <10 circuits/Other/TN(days)
P-1	Digital Loop < DS1/ >=10 circuits/Facility/TN(days)
P-1	Digital Loop < DS1/ >=10 circuits/Equipment/TN(days)
P-1	Digital Loop < DS1/ >=10 circuits/Other/TN(days)
P-1	Digital Loop >= DS1/ <10 circuits/Facility/TN(days)
P-1	Digital Loop >= DS1/ <10 circuits/Equipment/TN(days)
P-1	Digital Loop >= DS1/ <10 circuits/Other/TN(days)
P-1	Digital Loop >= DS1/ >=10 circuits/Facility/TN(days)
P-1	Digital Loop >= DS1/ >=10 circuits/Equipment/TN(days)
P-1	Digital Loop >= DS1/ >=10 circuits/Other/TN(days)

% Jeopardies - Mechanized

P-2	Switch Ports/TN(%)
P-2	Local Interface Transport/TN(%)
P-2	Loop + Port Combinations/TN(%)
P-2	Combo Other/TN(%)
P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
P-2	UNE ISDN/TN(%)
P-2	Line Sharing/TN(%)
P-2	2W Analog Loop Design/TN(%)
P-2	2W Analog Loop Non-Design/TN(%)
P-2	2W Analog Loop w/LNP Design/TN(%)
P-2	2W Analog Loop w/LNP Non-Design/TN(%)
P-2	2W Analog Loop w/LNP Design/TN(%)
P-2	2W Analog Loop w/LNP Non-Design/TN(%)
P-2	Other Design/TN(%)
P-2	Other Non-Design/TN(%)
P-2	INP (Standalone)/TN(%)
P-2	LNP (Standalone)/TN(%)
P-2	Digital Loop < DS1/TN(%)
P-2	Digital Loop >= DS1/TN(%)

% Jeopardies - Non-Mechanized

P-2	Switch Ports/TN(%)
P-2	Local Interface Transport/TN(%)
P-2	Loop + Port Combinations/TN(%)
P-2	Combo Other/TN(%)
P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
P-2	UNE ISDN/TN(%)
P-2	Line Sharing/TN(%)
P-2	2W Analog Loop Design/TN(%)
P-2	2W Analog Loop Non-Design/TN(%)
P-2	2W Analog Loop w/LNP Design/TN(%)
P-2	2W Analog Loop w/LNP Non-Design/TN(%)
P-2	2W Analog Loop w/LNP Design/TN(%)
P-2	2W Analog Loop w/LNP Non-Design/TN(%)
P-2	Other Design/TN(%)
P-2	Other Non-Design/TN(%)
P-2	INP (Standalone)/TN(%)
P-2	LNP (Standalone)/TN(%)
P-2	Digital Loop < DS1/TN(%)
P-2	Digital Loop >= DS1/TN(%)

Average Jeopardy Notice Interval - Mechanized

P-2	Switch Ports/TN(hours)
P-2	Local Interface Transport/TN(hours)
P-2	Loop + Port Combinations/TN(hours)
P-2	Combo Other/TN(hours)
P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
P-2	UNE ISDN/TN(hours)
P-2	Line Sharing/TN(hours)

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

Benchmark / Analog

Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

R&B (POTS)
DS1/ DS3 - Interoffice
R&B
R&B&D - Disp
ADSL to Retail
ISDN - BRI
ADSL to Retail
R&B - Disp
R&B (POTS) exd SB Or
R&B (POTS) exd SB Or
R&B (POTS) exd SB Or
R&B (POTS) exd SB Or
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop >= DS1

0.00	0	0.00	0				
0.00	0	0.00	0				YES
0.00	0						YES
0.00	0						
0.00	0						
0.00	0	17.20	5				NO
0.00	0	0.00	0				YES
6.50	2	0.00	0	0.707			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

0.50%	295.047						
30.98%	878	0.00%	1			0.46267	0.6696
0.50%	296.218	0.27%	5,153			0.00099	2.3034
5.84%	28,462	50.00%	4			0.11725	-3.7665
13.46%	4,056	0.00%	117			0.03201	4.2059
7.44%	900	18.18%	44			0.04053	-2.6494
13.46%	4,056	0.00%	6			0.13944	0.9654
0.50%	296.218	9.52%	168			0.00544	-16.5763
0.91%	160,702	0.00%	7			0.03595	0.2539
0.50%	296.218						
0.91%	160,702						
0.50%	296.218	1.93%	207			0.00490	-2.9209
0.91%	160,702	0.00%	1			0.09511	0.0960
8.84%	2,071	0.00%	1			0.28399	0.3113
0.50%	296.218	100.00%	1			0.07053	-14.1071
0.50%	295.047						
0.50%	295.047	0.00%	137			0.00601	0.8272
12.14%	5,254	5.33%	150			0.02705	2.5178
8.35%	695	57.65%	170			0.02366	-20.8340

							Diagnostic
			11				Diagnostic
		0.00%					Diagnostic
		6.76%	74				Diagnostic
		43.90%	41				Diagnostic
		3.10%	129				Diagnostic
		10.71%	28				Diagnostic
							Diagnostic
		8.33%	24				Diagnostic
		12.50%	8				Diagnostic
							Diagnostic
		0.00%	15				Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
							Diagnostic
		0.00%	260				Diagnostic
		4.79%	146				Diagnostic
		35.29%	102				Diagnostic

							YES
		100.51	13				YES
		218.42	2				YES
		351.88	8				YES

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B.2.8.8	P-2	2W Analog Loop Design/TN(hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.8.14	P-2	Other Design/TN(hours)
B.2.8.15	P-2	Other Non-Design/TN(hours)
B.2.8.16	P-2	INP (Standalone)/TN(hours)
B.2.8.17	P-2	LNP (Standalone)/TN(hours)
B.2.8.18	P-2	Digital Loop < DS1/TN(hours)
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/TN(hours)
B.2.9.2	P-2	Local Interface Transport/TN(hours)
B.2.9.3	P-2	Loop + Port Combinations/TN(hours)
B.2.9.4	P-2	Combo Other/TN(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.9.6	P-2	UNE ISDN/TN(hours)
B.2.9.7	P-2	Line Sharing/TN(hours)
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.9.14	P-2	Other Design/TN(hours)
B.2.9.15	P-2	Other Non-Design/TN(hours)
B.2.9.16	P-2	INP (Standalone)/TN(hours)
B.2.9.17	P-2	LNP (Standalone)/TN(hours)
B.2.9.18	P-2	Digital Loop < DS1/TN(hours)
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/TN(%)
B.2.10.2	P-2	Local Interface Transport/TN(%)
B.2.10.3	P-2	Loop + Port Combinations/TN(%)
B.2.10.4	P-2	Combo Other/TN(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.10.6	P-2	UNE ISDN/TN(%)
B.2.10.7	P-2	Line Sharing/TN(%)
B.2.10.8	P-2	2W Analog Loop Design/TN(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.10.14	P-2	Other Design/TN(%)
B.2.10.15	P-2	Other Non-Design/TN(%)
B.2.10.16	P-2	INP (Standalone)/TN(%)
B.2.10.17	P-2	LNP (Standalone)/TN(%)
B.2.10.18	P-2	Digital Loop < DS1/TN(%)
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/TN(%)
B.2.11.2	P-2	Local Interface Transport/TN(%)
B.2.11.3	P-2	Loop + Port Combinations/TN(%)
B.2.11.4	P-2	Combo Other/TN(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.11.6	P-2	UNE ISDN/TN(%)

Benchmark / Analog

>= 48 hrs	BST Measure	187.18	CLEC Measure	16	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 48 hrs	BST Measure								YES
>= 48 hrs	BST Measure								
>= 48 hrs	BST Measure	368.29		4					YES
>= 48 hrs	BST Measure								
>= 48 hrs	BST Measure								
>= 48 hrs	BST Measure	75.67		1					YES
>= 48 hrs	BST Measure								
>= 48 hrs	BST Measure								
>= 48 hrs	BST Measure	351.88		8					YES
>= 48 hrs	BST Measure	189.97		98					YES

Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic		156.58		5					Diagnostic
Diagnostic		335.50		16					Diagnostic
Diagnostic		184.00		4					Diagnostic
Diagnostic		241.28		3					Diagnostic
Diagnostic									Diagnostic
Diagnostic		286.00		2					Diagnostic
Diagnostic		322.00		1					Diagnostic
Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic		208.55		7					Diagnostic
Diagnostic		192.72		36					Diagnostic

95% >= 48 hrs									
95% >= 48 hrs		100.00%		13					YES
95% >= 48 hrs		100.00%		2					YES
95% >= 48 hrs		100.00%		8					YES
95% >= 48 hrs									
95% >= 48 hrs		93.75%		16					NO
95% >= 48 hrs									
95% >= 48 hrs									
95% >= 48 hrs		100.00%		4					YES
95% >= 48 hrs									
95% >= 48 hrs		100.00%		1					YES
95% >= 48 hrs									
95% >= 48 hrs		100.00%		8					YES
95% >= 48 hrs		100.00%		98					YES

Diagnostic									Diagnostic
Diagnostic									Diagnostic
Diagnostic		100.00%		5					Diagnostic
Diagnostic		100.00%		16					Diagnostic
Diagnostic		100.00%		4					Diagnostic
Diagnostic		100.00%		3					Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.7	P-2	Diagnostic								Diagnostic
B.2.11.8	P-2	Diagnostic			100.00%	2				Diagnostic
B.2.11.9	P-2	Diagnostic			100.00%	1				Diagnostic
B.2.11.10	P-2	Diagnostic								Diagnostic
B.2.11.11	P-2	Diagnostic								Diagnostic
B.2.11.12	P-2	Diagnostic								Diagnostic
B.2.11.13	P-2	Diagnostic								Diagnostic
B.2.11.14	P-2	Diagnostic								Diagnostic
B.2.11.15	P-2	Diagnostic								Diagnostic
B.2.11.16	P-2	Diagnostic								Diagnostic
B.2.11.17	P-2	Diagnostic								Diagnostic
B.2.11.18	P-2	Diagnostic			100.00%	7				Diagnostic
B.2.11.19	P-2	Diagnostic			97.22%	36				Diagnostic
Coordinated Customers Conversions										
B.2.12.1	P-7	>= 95% w in 15 min			98.80%	415				YES
B.2.12.2	P-7	>= 95% w in 15 min								
% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	<= 5%			0.00%	180				YES
B.2.13.2	P-7A	<= 5%			0.00%	1				YES
B.2.13.3	P-7A	<= 5%			0.00%	23				YES
B.2.13.4	P-7A	<= 5%								
Hot Cut Timeliness										
B.2.14.1	P-7A	>= 95% w in 15 min			98.44%	180				YES
B.2.14.2	P-7A	>= 95% w in 15 min			100.00%	1				YES
B.2.14.3	P-7A	>= 95% w in 15 min			100.00%	23				YES
B.2.14.4	P-7A	>= 95% w in 15 min								
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	<= 5%			0.56%	180				YES
B.2.15.2	P-7A	<= 5%			0.00%	1				YES
B.2.15.3	P-7A	<= 5%			0.00%	23				YES
B.2.15.4	P-7A	<= 5%								
Average Recovery Time - CCC										
B.2.16.1	P-7B	Diagnostic			11.37	4				Diagnostic
B.2.16.2	P-7B	Diagnostic								Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	<= 5%			2.03%	344				YES
B.2.17.1.2	P-7C	<= 5%								
B.2.17.2.1	P-7C	<= 5%			0.00%	7				YES
B.2.17.2.2	P-7C	<= 5%			0.00%	5				YES
% Missed Installation Appointments										
B.2.18.1.1.1	P-3	R&B (POTS)		25,555						
B.2.18.1.1.2	P-3	R&B (POTS)		268,864						
B.2.18.1.2	P-3	R&B (POTS)		93						
B.2.18.1.2.1	P-3	R&B (POTS)		3						
B.2.18.2.1	P-3	DS1/DS3		785	0.00%	12		0.03097	0.3702	YES
B.2.18.2.1.1	P-3	DS1/DS3		1						
B.2.18.2.1.2	P-3	DS1/DS3		1						
B.2.18.2.2	P-3	R&B		25,770	4.92%	325		0.01081	-0.9428	YES
B.2.18.3.1	P-3	R&B		263,781	0.14%	4,900		0.00057	0.2131	YES
B.2.18.3.1.1	P-3	R&B		134,802	0.00%	2,443		0.00014	0.3268	YES
B.2.18.3.1.2	P-3	R&B		134,979	0.26%	2,457		0.00112	0.1811	YES
B.2.18.3.2	P-3	R&B		106	20.00%	5		0.09702	-1.5752	YES
B.2.18.3.2.1	P-3	R&B		28	0.00%	1		0.00000		YES
B.2.18.3.2.2	P-3	R&B		13						
B.2.18.3.2.3	P-3	R&B		15	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	R&B								

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B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN(%)
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN(%)
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN(%)
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN(%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.1.1	P-3	UNE SDN/<10 circuits/Dispatch/TN(%)
B.2.18.6.1.2	P-3	UNE SDN/<10 circuits/Non-Dispatch/TN(%)
B.2.18.6.2.1	P-3	UNE SDN/>=10 circuits/Dispatch/TN(%)
B.2.18.6.2.2	P-3	UNE SDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.10.1.1	P-3	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1.1	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.11.1.4	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.4	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B&D - Disp	3.98%	27,258	0.00%	47		0.02853	1.3940	YES
R&B&D - Disp	3.98%	27,258						
R&B&D - Disp	4.55%	110						
R&B&D - Disp	4.55%	110						
ADSL to Retail	4.01%	1,919	0.00%	236		0.01354	2.9639	YES
ADSL to Retail	0.00%	2,116						
ADSL to Retail	0.00%	10						
ADSL to Retail								
ISDN - BRI	9.23%	390	0.00%	67		0.03828	2.4114	YES
ISDN - BRI	0.81%	491						
ISDN - BRI	0.00%	3						
ISDN - BRI								
ADSL to Retail	4.01%	1,919	50.00%	2		0.13884	-3.3122	NO
ADSL to Retail	0.00%	2,116	0.00%	4		0.00000		YES
ADSL to Retail	0.00%	10						
ADSL to Retail								
R&B - Disp	3.90%	25,770	1.60%	187		0.01421	1.6177	YES
R&B - Disp	3.90%	25,770						
R&B - Disp	4.72%	106	0.00%	2		0.15132	0.3117	YES
R&B - Disp	4.72%	106						
R&B (POTS) excl SB Or	3.92%	25,555	6.67%	15		0.05015	-0.5467	YES
R&B (POTS) excl SB Or	0.30%	134,577						
R&B (POTS) excl SB Or	5.38%	93						
R&B (POTS) excl SB Or								
R&B - Disp	3.90%	25,770						
R&B - Disp	3.90%	25,770						
R&B - Disp	4.72%	106						
R&B - Disp	4.72%	106						
R&B (POTS) excl SB Or	3.92%	25,555						
R&B (POTS) excl SB Or	0.30%	134,577						
R&B (POTS) excl SB Or	5.38%	93						
R&B (POTS) excl SB Or								
R&B - Disp	3.90%	25,770	0.45%	220		0.01311	2.6302	YES
R&B - Disp	3.90%	25,770						
R&B - Disp	4.72%	106	0.00%	1		0.21300	0.2215	YES
R&B - Disp	4.72%	106						
R&B (POTS) excl SB Or	3.92%	25,555						
R&B (POTS) excl SB Or	0.30%	134,577	0.00%	1		0.05504	0.0552	YES
R&B (POTS) excl SB Or	5.38%	93						
R&B (POTS) excl SB Or								
Design	5.24%	1,488	0.00%	1		0.22295	0.2351	YES
Design	1.27%	316						
Design	0.00%	4						
Design	0.00%	29						
R&B	3.90%	25,770	0.00%	1		0.19369	0.2015	YES
R&B	0.15%	269,781	0.00%	1		0.03953	0.0394	YES
R&B	4.72%	106						
R&B	0.00%	28						
R&B	3.92%	25,555						
R&B (POTS)	0.15%	268,864						
R&B (POTS)	5.38%	93						
R&B (POTS)								
R&B (POTS)	0.00%	3						
R&B (POTS)	3.92%	25,555	0.00%	2		0.13732	0.2858	YES
R&B (POTS)	0.15%	268,864	0.26%	365		0.00200	-0.5264	YES
R&B (POTS)	5.38%	93						
R&B (POTS)								
Digital Loop < DS1	0.00%	3	0.00%	10		0.00000		YES
Digital Loop < DS1	4.66%	2,532	0.00%	282		0.01323	3.5218	YES
Digital Loop < DS1	0.15%	2,702						
Digital Loop < DS1	0.00%	13						

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B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1.1	P-9	Local Interface Transport/<10 circuits/Dispatch/TN(%)
B.2.19.2.1.2	P-9	Local Interface Transport/<10 circuits/Non-Dispatch/TN(%)
B.2.19.2.2.1	P-9	Local Interface Transport/>=10 circuits/Dispatch/TN(%)
B.2.19.2.2.2	P-9	Local Interface Transport/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)
B.2.19.4.1.2	P-9	Combo Other/<10 circuits/Non-Dispatch/TN(%)
B.2.19.4.1.4	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)
B.2.19.5.1.1	P-9	xDSL ADSL, HDSL and UCLY/<10 circuits/Dispatch/TN(%)
B.2.19.5.1.2	P-9	xDSL ADSL, HDSL and UCLY/<10 circuits/Non-Dispatch/TN(%)
B.2.19.5.2.1	P-9	xDSL ADSL, HDSL and UCLY/>=10 circuits/Dispatch/TN(%)
B.2.19.5.2.2	P-9	xDSL ADSL, HDSL and UCLY/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN(%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN(%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
Digital Loop >= DS1	3.24%	278	3.91%	256		0.01533	-0.4363	YES
Digital Loop >= DS1	0.35%	282						
Digital Loop >= DS1	0.00%	29	0.00%	1				

R&B (POTS)	5.80%	23,554						
R&B (POTS)	3.28%	262,859						
R&B (POTS)	11.63%	86						
R&B (POTS)	0.00%	2						
DS1/DS3	3.48%	747						
DS1/DS3	0.00%	2						
DS1/DS3	5.73%	23,872	5.50%	327		0.01294	0.1746	YES
R&B	3.27%	263,846	3.35%	4,387		0.00271	-0.2840	YES
R&B	3.23%	133,332	3.03%	2,241		0.00377	0.5268	YES
R&B	3.32%	128,514	3.68%	2,146		0.00390	-0.9341	YES
R&B	9.91%	111	0.00%	6		0.12524	0.7913	YES
R&B	4.55%	22	0.00%	1		0.21298	0.2134	YES
R&B	10.00%	10	0.00%	1		0.31464	0.3178	YES
R&B	0.00%	12						
R&B	5.59%	25,260	3.23%	31		0.04129	0.5726	YES
R&B	5.59%	25,260						
R&B	9.17%	120						
R&B	9.17%	120						
R&B	9.18%	1,645	6.96%	115		0.02785	0.7981	YES
ADSL to Retail	10.19%	1,952						
ADSL to Retail	28.57%	7						
ADSL to Retail								
ADSL to Retail	7.12%	337	3.57%	56		0.03711	0.9566	YES
ISDN - BRI	0.99%	503						
ISDN - BRI	0.00%	7						
ISDN - BRI	0.00%	1						
ADSL to Retail	9.18%	1,645						
ADSL to Retail	10.19%	1,952	0.00%	7		0.11457	0.8898	YES
ADSL to Retail	28.57%	7						
ADSL to Retail								
R&B - Disp	5.73%	23,872	3.07%	183		0.01827	1.4579	YES
R&B - Disp	5.73%	23,872						
R&B - Disp	9.91%	111	100.00%	1		0.30014	-3.0016	NO
R&B - Disp	9.91%	111						
R&B (POTS) excl SB Or	5.80%	23,554	11.54%	26		0.04586	-1.2513	YES
R&B (POTS) excl SB Or	3.33%	128,002						
R&B (POTS) excl SB Or	11.63%	86						
R&B (POTS) excl SB Or	0.00%	2						
R&B - Disp	5.73%	23,872						
R&B - Disp	5.73%	23,872						
R&B - Disp	9.91%	111						
R&B - Disp	9.91%	111						
R&B (POTS) excl SB Or	5.80%	23,554	0.00%	1		0.23374	0.2481	YES
R&B (POTS) excl SB Or	3.33%	128,002						
R&B (POTS) excl SB Or	11.63%	86						
R&B (POTS) excl SB Or	0.00%	2						
R&B - Disp	5.73%	23,872						
R&B - Disp	5.73%	23,872						
R&B - Disp	9.91%	111						
R&B (POTS) excl SB Or	5.80%	23,554	5.19%	135		0.02006	0.2719	YES
R&B (POTS) excl SB Or	5.73%	23,872						
R&B - Disp	9.91%	111	100.00%	1		0.30014	-3.0016	NO
R&B - Disp	9.91%	111						
R&B (POTS) excl SB Or	5.80%	23,554	0.00%	6		0.08543	0.6077	YES
R&B (POTS) excl SB Or	3.33%	128,002	0.00%	5		0.08019	0.4147	YES
R&B (POTS) excl SB Or	11.63%	86						

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B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch In/TN(%)
B.2.19.14.1.1	P-9	Other Design/≥10 circuits/Dispatch/TN(%)
B.2.19.14.1.2	P-9	Other Design/≥10 circuits/Dispatch/TN(%)
B.2.19.14.2.1	P-9	Other Design/≥10 circuits/Dispatch/TN(%)
B.2.19.14.2.2	P-9	Other Design/≥10 circuits/Dispatch/TN(%)
B.2.19.15.1.1	P-9	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.15.1.2	P-9	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.15.2.1	P-9	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.15.2.2	P-9	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.16.1.1	P-9	INP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.16.1.2	P-9	INP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.16.2.1	P-9	INP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.16.2.2	P-9	INP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/≥10 circuits/Dispatch/TN(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/≥10 circuits/Dispatch/TN(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/≥10 circuits/Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.21.1.1.2	P-5	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.21.1.2.1	P-5	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.21.1.2.2	P-5	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.21.2.1	P-5	Local Interface Transport/≥10 circuits/Dispatch/TN(%)
B.2.21.2.1.1	P-5	Local Interface Transport/≥10 circuits/Dispatch/TN(%)
B.2.21.2.1.2	P-5	Local Interface Transport/≥10 circuits/Dispatch/TN(%)
B.2.21.2.2	P-5	Local Interface Transport/≥10 circuits/Dispatch/TN(%)
B.2.21.3.1	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.1.1	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.1.2	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.1.3	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.1.4	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.2.1	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.2.2	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.2.3	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.3.2.4	P-5	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.21.4.1.1	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.4.1.2	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.4.1.3	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.4.1.4	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.4.2.1	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.4.2.2	P-5	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(%)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(%)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(%)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/TN(%)
B.2.21.6.1.1	P-5	UNE (SDN)/≥10 circuits/Dispatch/TN(%)
B.2.21.6.1.2	P-5	UNE (SDN)/≥10 circuits/Dispatch/TN(%)
B.2.21.6.2.1	P-5	UNE (SDN)/≥10 circuits/Dispatch/TN(%)
B.2.21.6.2.2	P-5	UNE (SDN)/≥10 circuits/Dispatch/TN(%)
B.2.21.7.1.1	P-5	Line Sharing/≥10 circuits/Dispatch/TN(%)
B.2.21.7.1.2	P-5	Line Sharing/≥10 circuits/Dispatch/TN(%)
B.2.21.7.2.1	P-5	Line Sharing/≥10 circuits/Dispatch/TN(%)
B.2.21.7.2.2	P-5	Line Sharing/≥10 circuits/Dispatch/TN(%)
B.2.21.8.1.1	P-5	2W Analog Loop Design/≥10 circuits/Dispatch/TN(%)
B.2.21.8.1.2	P-5	2W Analog Loop Design/≥10 circuits/Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or	0.00%	2						
Design	3.17%	1,388	0.00%	1		0.17526	0.1809	YES
Design	0.00%	184						
Design	0.00%	9						
Design	0.00%	28						
R&B	5.73%	23,872	0.00%	1		0.23243	0.2465	YES
R&B	3.27%	263,846	0.00%	7		0.06726	0.4867	YES
R&B	9.91%	111						
R&B	4.55%	22						
R&B (POTS)	5.80%	23,554						
R&B (POTS)	3.28%	262,859	0.00%	7		0.06735	0.4875	YES
R&B (POTS)	11.63%	86						
R&B (POTS)	0.00%	2						
R&B (POTS)	5.80%	23,554						
R&B (POTS)	3.28%	262,859	0.00%	336		0.00973	3.3751	YES
R&B (POTS)	11.63%	86						
R&B (POTS)	0.00%	2				0.00000		YES
Digital Loop < DS1	8.03%	2,191	6.16%	146		0.02323	0.8043	YES
Digital Loop < DS1	8.00%	2,550						
Digital Loop < DS1	14.29%	14						
Digital Loop < DS1	0.00%	1						
Digital Loop >= DS1	0.75%	399	6.67%	180		0.00776	-7.6258	NO
Digital Loop >= DS1	0.00%	180						
Digital Loop >= DS1	0.00%	28						

1.31	25,529				13,252			
1.00	268,360				9,170			
3.11	93				11,269			
0.55	3				0.200			
7.13	769				33,241			
0.02	1				0.000			
1.38	25,742				14,034			
1.00	268,276				9,298			
1.09	134,433				10,210			
0.92	134,843				8,288			
2.75	106				10,601			
0.62	27				0.283			
0.65	13				0.241			
0.59	14				0.325			
4.35	27,178				51,883			
2.65	110				10,331			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			
1.10	491				4,073			
0.02	3				0.000			
5.87	1,919				19,463			
0.79	2,115				5,456			
34.58	10				33,224			
10.56	377				53,938			

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P-5	2W Analog Loop Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop Design/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	2W Analog Loop Non-Design/ <10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop Non-Design/ <10 circuits/Dispatch In/TN(hours)
P-5	2W Analog Loop Non-Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop Non-Design/ ≥ 10 circuits/Dispatch In/TN(hours)
P-5	2W Analog Loop w/NP Design/ <10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ <10 circuits/Non-Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ ≥ 10 circuits/Dispatch In/TN(hours)
P-5	2W Analog Loop w/NP Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ <10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ <10 circuits/Non-Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop w/NP Design/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	Other Design/ <10 circuits/Dispatch/TN(hours)
P-5	Other Design/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	Other Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	Other Non-Design/ <10 circuits/Dispatch/TN(hours)
P-5	Other Non-Design/ <10 circuits/Non-Dispatch/TN(hours)
P-5	Other Non-Design/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	Other Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	INP (Standalone)/ <10 circuits/Dispatch/TN(hours)
P-5	INP (Standalone)/ <10 circuits/Non-Dispatch/TN(hours)
P-5	INP (Standalone)/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	INP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	LNP (Standalone)/ <10 circuits/Dispatch/TN(hours)
P-5	LNP (Standalone)/ <10 circuits/Non-Dispatch/TN(hours)
P-5	LNP (Standalone)/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	LNP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	Digital Loop < DS1/ <10 circuits/Dispatch/TN(hours)
P-5	Digital Loop < DS1/ ≥ 10 circuits/Dispatch/TN(hours)
P-5	Digital Loop >= DS1/ <10 circuits/Dispatch/TN(hours)
P-5	Digital Loop >= DS1/ ≥ 10 circuits/Non-Dispatch/TN(hours)
P-5	Digital Loop >= DS1/ <10 circuits/Dispatch/TN(hours)
P-5	Digital Loop >= DS1/ ≥ 10 circuits/Non-Dispatch/TN(hours)

Average Completion Notice Interval - Non-Mechanized	
P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
P-5	Switch Ports<10 circuits/Non-Dispatch/TN(hours)
P-5	Switch Ports>=10 circuits/Dispatch/TN(hours)
P-5	Switch Ports>=10 circuits/Non-Dispatch/TN(hours)
P-5	Local Interoffice Transport<10 circuits/Dispatch/TN(hours)
P-5	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(hours)
P-5	Local Interoffice Transport>=10 circuits/Dispatch/TN(hours)
P-5	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Dispatch In/TN(hours)
P-5	Loop + Port Combinations>=10 circuits/Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
R&B - Disp	2.75	106	0.02	2	10.601	7.56609	0.3607	YES	
	R&B - Disp				0.283				
	R&B (POTS) excl SB Or	1.31	25,529	0.02	7	13.252	5.00954	0.2571	YES
	R&B (POTS) excl SB Or	0.92	134,441		8.288				
	R&B (POTS) excl SB Or	3.11	93		11.269				
R&B - Disp	1.38	25,742			14.034				
	R&B - Disp	1.38	25,742		9.298				
	R&B - Disp	2.75	106		10.601				
	R&B - Disp	2.75	106		0.283				
	R&B (POTS) excl SB Or	1.31	25,529		13.252				
R&B (POTS) excl SB Or	0.92	134,441			8.288				
	R&B (POTS) excl SB Or	3.11	93		11.269				
	R&B (POTS) excl SB Or								
	R&B - Disp	1.38	25,742	1.11	205	14.034	0.98405	0.2730	YES
	R&B - Disp	1.38	25,742			9.298			
R&B - Disp	2.75	106	0.22	1	10.601	10.65042	0.2375	YES	
	R&B - Disp	2.75	106		0.283				
	R&B (POTS) excl SB Or	1.31	25,529		13.252				
	R&B (POTS) excl SB Or	0.92	134,441		8.288				
	R&B (POTS) excl SB Or	3.11	93		11.269				
Design	57.66	1,436	0.02	1	200.304	200.37372	0.2877	YES	
	Design	4.09	313		29.975				
	Design	0.02	4		0.000				
	Design	6.30	29		24.302				
	R&B	1.38	25,742		14.034				
	R&B	1.00	269,276		9.298				
	R&B	2.75	106		10.601				
	R&B	0.62	27		0.283				
	R&B (POTS)	1.31	25,529		13.252				
	R&B (POTS)	1.00	268,360		9.170				
Digital Loop >= DS1	R&B (POTS)	3.11	93		11.269				
	R&B (POTS)	0.55	3		0.200				
	R&B (POTS)	1.31	25,529		13.252				
	R&B (POTS)	1.00	268,360	1.37	121	9.170	0.83383	-0.4440	YES
	R&B (POTS)	3.11	93		11.269				
	R&B (POTS)	0.55	3	0.47	2	0.200	0.18257	0.4656	YES
	Digital Loop < DS1	9.72	2,516	0.78	126	101.054	9.22532	0.9685	YES
	Digital Loop < DS1	0.86	2,701		10.286				
	Digital Loop < DS1	26.60	13		32.041				
	Digital Loop >= DS1	76.50	265	1.11	156	792.470	79.97208	0.9427	YES
Digital Loop >= DS1	Digital Loop >= DS1	4.89	281		30.758				
	Digital Loop >= DS1	6.30	29		24.302				

[illegible]

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B.2.22.3.2.2	P-5	Loop + Port Combinations/=>10 circuits/Non-Dispatch/TN(hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/=>10 circuits/Switch Based Orders/TN(hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/=>10 circuits/Dispatch In/TN(hours)
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)
B.2.22.4.1.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.22.5.1.1	P-5	xDSL ADSL HDSL and UCL/<10 circuits/Dispatch/TN(hours)
B.2.22.5.1.2	P-5	xDSL ADSL HDSL and UCL/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.5.2.1	P-5	xDSL ADSL HDSL and UCL/>=10 circuits/Dispatch/TN(hours)
B.2.22.5.2.2	P-5	xDSL ADSL HDSL and UCL/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.11.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.11.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			16.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			16.00	1				Diagnostic
Diagnostic			21.26	45				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			22.31	141				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			26.07	27				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.58	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic			20.84	23				Diagnostic
Diagnostic								Diagnostic
Diagnostic			19.48	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			21.70	15				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			15.72	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.98	1				Diagnostic
Diagnostic			0.02	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.02	2				Diagnostic
Diagnostic			2.86	264				Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.64	8				Diagnostic
Diagnostic			22.56	156				Diagnostic

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B.2.2.2.18.1.2	P-5	Digital Loop - DS1<10 circuits/Non-Dispatch/TN(hours)
B.2.2.2.18.2.1	P-5	Digital Loop < DS1/≥= 10 circuits/Dispatch/TN(hours)
B.2.2.2.18.2.2	P-5	Digital Loop < DS1/≥= 10 circuits/Non-Dispatch/TN(hours)
B.2.2.2.19.1.1	P-5	Digital Loop >= DS1<10 circuits/Dispatch/TN(hours)
B.2.2.2.19.1.2	P-5	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(hours)
B.2.2.2.19.2.1	P-5	Digital Loop >= DS1/≥= 10 circuits/Dispatch/TN(hours)
B.2.2.2.19.2.2	P-5	Digital Loop >= DS1/≥= 10 circuits/Non-Dispatch/TN(hours)

Total Service Order Cycle Time - Mechanized

B.2.24.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.24.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.24.1.2	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.24.1.2.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.24.2.1	P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.24.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.24.2.2	P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.24.2.2.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.24.3.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.24.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.24.3.2	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.24.3.2.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.24.4.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.24.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.24.4.2	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.24.5.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)
B.2.24.5.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)
B.2.24.6.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B.2.24.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.24.6.2	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B.2.24.6.2.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.24.7.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.24.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.24.7.2	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.24.7.2.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.24.8.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B.2.24.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.8.2	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B.2.24.8.2.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.9.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.9.2	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.10.1	P-10	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)
B.2.24.10.1.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.10.2	P-10	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)
B.2.24.10.2.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.11.1	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.11.1.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.11.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.11.2.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.12.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.12.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.13.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.13.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)

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B.2.24.14.1.1	P-10	Other Design<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.14.2.1	P-10	Other Design/>= 10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.14.2.2	P-10	Other Design/>= 10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>= 10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>= 10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
Total Service Order Cycle Time - Partially Mechanized			
B.2.25.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.2.1.1	P-10	Local Interface Transport/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.2.1.2	P-10	Local Interface Transport/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.2.2.1	P-10	Local Interface Transport/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.2.2.2	P-10	Local Interface Transport/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.6.1.1	P-10	UNE (SDN/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.6.1.2	P-10	UNE (SDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.6.2.1	P-10	UNE (SDN)/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.6.2.2	P-10	UNE (SDN)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic

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8.2.25.9.2.2	P-10	2W Analog Loop	Non-Design/≥=10 circuits/Non-Dispatch/TN(days)
8.2.25.10.1.1	P-10	2W Analog Loop w/NP Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.10.1.2	P-10	2W Analog Loop w/NP Design/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.10.2.1	P-10	2W Analog Loop w/NP Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.10.2.2	P-10	2W Analog Loop w/NP Design/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.11.1.1	P-10	2W Analog Loop w/NP Non-Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.11.1.2	P-10	2W Analog Loop w/NP Non-Design/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.11.2.1	P-10	2W Analog Loop w/NP Non-Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.11.2.2	P-10	2W Analog Loop w/NP Non-Design/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/≤=10 circuits/Non-Dispatch/TN(days)	
8.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/≤=10 circuits/Non-Dispatch/TN(days)	
8.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.14.1.1	P-10	Other Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.14.1.2	P-10	Other Design/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.14.2.1	P-10	Other Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.14.2.2	P-10	Other Design/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.15.1.1	P-10	Other Non-Design/≤10 circuits/Dispatch/TN(days)	
8.2.25.15.1.2	P-10	Other Non-Design/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.15.2.1	P-10	Other Non-Design/≥=10 circuits/Dispatch/TN(days)	
8.2.25.15.2.2	P-10	Other Non-Design/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.16.1.1	P-10	INP (Standalone)/≤10 circuits/Dispatch/TN(days)	
8.2.25.16.1.2	P-10	INP (Standalone)/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.16.2.1	P-10	INP (Standalone)/≥=10 circuits/Dispatch/TN(days)	
8.2.25.16.2.2	P-10	INP (Standalone)/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.17.1.1	P-14	LNP (Standalone)/≤10 circuits/Dispatch/TN(days)	
8.2.25.17.1.2	P-14	LNP (Standalone)/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.17.2.1	P-14	LNP (Standalone)/≥=10 circuits/Dispatch/TN(days)	
8.2.25.17.2.2	P-14	LNP (Standalone)/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.18.1.1	P-10	Digital Loop < DS1/≤10 circuits/Dispatch/TN(days)	
8.2.25.18.1.2	P-10	Digital Loop < DS1/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.18.2.1	P-10	Digital Loop >= DS1/≥=10 circuits/Dispatch/TN(days)	
8.2.25.18.2.2	P-10	Digital Loop >= DS1/≥=10 circuits/Non-Dispatch/TN(days)	
8.2.25.19.1.1	P-10	Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days)	
8.2.25.19.1.2	P-10	Digital Loop >= DS1/≤10 circuits/Non-Dispatch/TN(days)	
8.2.25.19.2.1	P-10	Digital Loop >= DS1/≥=10 circuits/Dispatch/TN(days)	
8.2.25.19.2.2	P-10	Digital Loop >= DS1/≥=10 circuits/Non-Dispatch/TN(days)	

Total Service Order Cycle Time - Non-Mechanized

B.2.26.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.26.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.26.1.1.2	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.26.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.26.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.26.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.26.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)
B.2.26.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.26.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.26.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.26.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.26.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.26.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.26.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.26.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.26.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)

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B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.6.1.1	P-10	UNE (SDN/<10 circuits/Dispatch/TN(days)
B.2.26.6.1.2	P-10	UNE (SDN/<10 circuits/Non-Dispatch/TN(days)
B.2.26.6.2.1	P-10	UNE (SDN/>=10 circuits/Dispatch/TN(days)
B.2.26.6.2.2	P-10	UNE (SDN/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.12.1.1	P-14	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.26.12.1.2	P-14	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.12.2.1	P-14	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.26.12.2.2	P-14	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.13.1.1	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.13.1.2	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.13.2.1	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.26.13.2.2	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN(days)
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN(days)
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.17.1.1	P-14	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.26.17.1.2	P-14	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.17.2.1	P-14	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.26.17.2.2	P-14	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)
Total Service Order Cycle Time (offered) - Mechanized		
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			11.96	23				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			4.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.46	13				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			4.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5.67	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.33	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7.00	1				Diagnostic
Diagnostic			1.32	241				Diagnostic
Diagnostic			2.75	4				Diagnostic
Diagnostic			7.85	73				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.13	38				Diagnostic
Diagnostic			7.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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B.2.28.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.28.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.28.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.28.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.28.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.28.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)
B.2.28.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.28.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.28.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.28.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.28.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.28.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.28.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.28.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.28.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL, and UCL)<10 circuits/Dispatch/TN(days)
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL, and UCL)<10 circuits/Non-Dispatch/TN(days)
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL, and UCL)>=10 circuits/Dispatch/TN(days)
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-Dispatch/TN(days)
B.2.28.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B.2.28.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.28.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
B.2.28.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
B.2.28.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.28.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.28.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B.2.28.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B.2.28.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B.2.28.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B.2.28.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.10.1.1	P-10	2W Analog Loop WNP Design<10 circuits/Dispatch/TN(days)
B.2.28.10.1.2	P-10	2W Analog Loop WNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.10.2.1	P-10	2W Analog Loop WNP Design>=10 circuits/Dispatch/TN(days)
B.2.28.10.2.2	P-10	2W Analog Loop WNP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.11.1.1	P-10	2W Analog Loop WNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.28.11.1.2	P-10	2W Analog Loop WNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.11.2.1	P-10	2W Analog Loop WNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.28.11.2.2	P-10	2W Analog Loop WNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(days)
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.14.1.1	P-10	Other Design<10 circuits/Dispatch/TN(days)
B.2.28.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.14.2.1	P-10	Other Design>=10 circuits/Dispatch/TN(days)
B.2.28.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/TN(days)
B.2.28.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.28.15.2.1	P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)
B.2.28.15.2.2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.28.16.1.1	P-10	INP (Standardone)<10 circuits/Dispatch/TN(days)

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3.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
3.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
3.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
3.2.28.17.1.1	P-14	LN (Standalone)/<10 circuits/Dispatch/TN(days)
3.2.28.17.1.2	P-14	LN (Standalone)/<10 circuits/Non-Dispatch/TN(days)
3.2.28.17.2.1	P-14	LN (Standalone)/>=10 circuits/Dispatch/TN(days)
3.2.28.17.2.2	P-14	LN (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
3.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)
3.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)
3.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)
3.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)
3.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)
3.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)
3.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)
3.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)

Total Service Order Cycle Time (offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.29.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.29.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.29.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.29.2.1.1	P-10	Local Interface Transport/<10 circuits/Dispatch/TN(days)
B.2.29.2.1.2	P-10	Local Interface Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.29.2.2.1	P-10	Local Interface Transport/>=10 circuits/Dispatch/TN(days)
B.2.29.2.2.2	P-10	Local Interface Transport/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Dispatch/TN(days)
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.6.1.1	P-10	UNE (SDN)<10 circuits/Dispatch/TN(days)
B.2.29.6.1.2	P-10	UNE (SDN)<10 circuits/Non-Dispatch/TN(days)
B.2.29.6.2.1	P-10	UNE (SDN)>=10 circuits/Dispatch/TN(days)
B.2.29.6.2.2	P-10	UNE (SDN)>=10 circuits/Non-Dispatch/TN(days)
B.2.29.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.29.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.29.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B.2.29.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.10.1.1	P-10	2W Analog loop W/NP Design/<10 circuits/Dispatch/TN(days)
B.2.29.10.1.2	P-10	2W Analog loop W/NP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.10.2.1	P-10	2W Analog loop W/NP Design/>=10 circuits/Dispatch/TN(days)
B.2.29.10.2.2	P-10	2W Analog loop W/NP Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.29.11.1.1	P-10	2W Analog Loop W/NP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.29.11.1.2	P-10	2W Analog Loop W/NP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.29.11.2.1	P-10	2W Analog Loop W/NP Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.29.11.2.2	P-10	2W Analog Loop W/NP Non-Design/>=10 circuits/Non-Dispatch/TN(days)

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B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/ <10 circuits/Dispatch/TN(days)
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Design/ <10 circuits/Dispatch/TN(days)
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.14.1.1	P-10	Other Design/ <10 circuits/Dispatch/TN(days)
B.2.29.14.1.2	P-10	Other Design/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.14.2.1	P-10	Other Design/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.14.2.2	P-10	Other Design/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.15.1.1	P-10	Other Non-Design/ <10 circuits/Dispatch/TN(days)
B.2.29.15.1.2	P-10	Other Non-Design/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.15.2.1	P-10	Other Non-Design/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.15.2.2	P-10	Other Non-Design/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.16.1.1	P-10	INP (Standalone)/ <10 circuits/Dispatch/TN(days)
B.2.29.16.1.2	P-10	INP (Standalone)/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.16.2.1	P-10	INP (Standalone)/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.16.2.2	P-10	INP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.17.1.1	P-14	LNP (Standalone)/ <10 circuits/Dispatch/TN(days)
B.2.29.17.1.2	P-14	LNP (Standalone)/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.17.2.1	P-14	LNP (Standalone)/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.17.2.2	P-14	LNP (Standalone)/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.18.1.1	P-10	Digital Loop < DS1/ <10 circuits/Dispatch/TN(days)
B.2.29.18.1.2	P-10	Digital Loop < DS1/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.18.2.1	P-10	Digital Loop < DS1/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.18.2.2	P-10	Digital Loop < DS1/ ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.19.1.1	P-10	Digital Loop $\geq$ DS1/ <10 circuits/Dispatch/TN(days)
B.2.29.19.1.2	P-10	Digital Loop $\geq$ DS1/ <10 circuits/Non-Dispatch/TN(days)
B.2.29.19.2.1	P-10	Digital Loop $\geq$ DS1/ ≥ 10 circuits/Dispatch/TN(days)
B.2.29.19.2.2	P-10	Digital Loop $\geq$ DS1/ ≥ 10 circuits/Non-Dispatch/TN(days)

Total Service Order Cycle Time (offered) - Non-Mechanized	
B.2.30.1.1.1	P-10 Switch Ports<10 circuits/Dispatch/TN(days)
B.2.30.1.1.2	P-10 Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.30.1.2.1	P-10 Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.30.1.2.2	P-10 Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.30.2.1.1	P-10 Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.30.2.1.2	P-10 Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.30.2.2.1	P-10 Local Interface Transport>=10 circuits/Dispatch/TN(days)
B.2.30.2.2.2	P-10 Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.30.3.1.1	P-10 Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.30.3.1.2	P-10 Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.30.3.2.1	P-10 Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.30.3.2.2	P-10 Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.30.4.1.1	P-10 Combo Other<10 circuits/Dispatch/TN(days)
B.2.30.4.1.2	P-10 Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.30.4.2.1	P-10 Combo Other>=10 circuits/Dispatch/TN(days)
B.2.30.4.2.2	P-10 Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.30.5.1.1	P-10 xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B.2.30.5.1.2	P-10 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)
B.2.30.5.2.1	P-10 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
B.2.30.5.2.2	P-10 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(days)
B.2.30.6.1.1	P-10 UNE (ISDN<10 circuits/Dispatch/TN(days)
B.2.30.6.1.2	P-10 UNE (ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.30.6.2.1	P-10 UNE (ISDN>=10 circuits/Dispatch/TN(days)
B.2.30.6.2.2	P-10 UNE (ISDN>=10 circuits/Non-Dispatch/TN(days)
B.2.30.7.1.1	P-10 Line Sharing<10 circuits/Dispatch/TN(days)
B.2.30.7.1.2	P-10 Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.30.7.2.1	P-10 Line Sharing>=10 circuits/Dispatch/TN(days)

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Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic			9.78	9	Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic			5.75	8	Diagnostic
Diagnostic			3.39	34	Diagnostic
Diagnostic					Diagnostic
Diagnostic			4.00	1	Diagnostic
Diagnostic			13.47	34	Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic			6.33	42	Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic			12.59	17	Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic					Diagnostic
Diagnostic			4.50	2	Diagnostic
Diagnostic					Diagnostic

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B.3.30.7.2.2	P-10	Line Sharing/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.8.1.1	P-10	2W Analog Loop Design/><10 circuits/Dispatch/TN(days)
B.3.30.8.1.2	P-10	2W Analog Loop Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.8.2.1	P-10	2W Analog Loop Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.8.2.2	P-10	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.9.1.1	P-10	2W Analog Loop Non-Design/><10 circuits/Dispatch/TN(days)
B.3.30.9.1.2	P-10	2W Analog Loop Non-Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.9.2.1	P-10	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.9.2.2	P-10	2W Analog Loop Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.10.1	P-10	2W Analog Loop w/NP Design/><10 circuits/Dispatch/TN(days)
B.3.30.10.1.2	P-10	2W Analog Loop w/NP Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.10.2.1	P-10	2W Analog Loop w/NP Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.10.2.2	P-10	2W Analog Loop w/NP Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.11.1	P-10	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(days)
B.3.30.11.1.2	P-10	2W Analog Loop w/NP Non-Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.11.2.1	P-10	2W Analog Loop w/NP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.11.2.2	P-10	2W Analog Loop w/NP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.12.1	P-14	2W Analog Loop w/LNP Design/><10 circuits/Dispatch/TN(days)
B.3.30.12.1.2	P-14	2W Analog Loop w/LNP Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/><10 circuits/Dispatch/TN(days)
B.3.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.14.1.1	P-10	Other Design/><10 circuits/Dispatch/TN(days)
B.3.30.14.1.2	P-10	Other Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.15.1.1	P-10	Other Non-Design/><10 circuits/Dispatch/TN(days)
B.3.30.15.1.2	P-10	Other Non-Design/><10 circuits/Non-Dispatch/TN(days)
B.3.30.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/TN(days)
B.3.30.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.3.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.3.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.3.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.3.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.3.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.3.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.3.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.3.30.18.1.1	P-10	Digital Loop < DS1/><10 circuits/Dispatch/TN(days)
B.3.30.18.1.2	P-10	Digital Loop < DS1/><10 circuits/Non-Dispatch/TN(days)
B.3.30.18.2.1	P-10	Digital Loop > DS1/>>=10 circuits/Dispatch/TN(days)
B.3.30.18.2.2	P-10	Digital Loop > DS1/>>=10 circuits/Non-Dispatch/TN(days)
B.3.30.19.1.1	P-10	Digital Loop >= DS1/><10 circuits/Dispatch/TN(days)
B.3.30.19.1.2	P-10	Digital Loop >= DS1/><10 circuits/Non-Dispatch/TN(days)
B.3.30.19.2.1	P-10	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN(days)
B.3.30.19.2.2	P-10	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN(days)

<i>Disconnect Timeliness</i>	
P-13	LNP/TN(%)
B.2.31	

[illegible][illegible]

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B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN(%)
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN(%)
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN(%)
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN(%)
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN(%)
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN(%)
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN(%)
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN(%)
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN(%)
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN(%)
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN(%)
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN(%)
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN(%)
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN(%)
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN(%)
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN(%)
B.2.32.14.1	P-6	Other Design/Dispatch/TN(%)
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN(%)
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN(%)
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN(%)
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN(%)
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN(%)
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN(%)
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN(%)
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN(%)
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN(%)
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN(%)
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN(%)

% Cooperative Test Attempts for xDSL

B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.33.2	P-8	xDSL Other/TN(%)

Service Order Accuracy

B.2.34.1.1.1	P-11	Design (Specials)<10 circuits/Dispatch/TN(%)
B.2.34.1.1.2	P-11	Design (Specials)<10 circuits/Non-Dispatch/TN(%)
B.2.34.1.2.1	P-11	Design (Specials)>=10 circuits/Dispatch/TN(%)
B.2.34.1.2.2	P-11	Design (Specials)>=10 circuits/Non-Dispatch/TN(%)
B.2.34.2.1.1	P-11	Loops Non-Design<10 circuits/Dispatch/TN(%)
B.2.34.2.1.2	P-11	Loops Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN(%)

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN(%)
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN(%)
B.3.1.2.1	M&R-1	Local Interface Transport/Dispatch/TN(%)
B.3.1.2.2	M&R-1	Local Interface Transport/Non-Dispatch/TN(%)
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN(%)
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN(%)
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN(%)
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN(%)
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN(%)

Benchmark / Analog

Diagnostic	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			0.00%	121				Diagnostic
Diagnostic			0.00%					Diagnostic
Diagnostic			0.00%	58				Diagnostic
Diagnostic			0.00%					Diagnostic
Diagnostic			0.00%	1				Diagnostic
Diagnostic			0.00%	3				Diagnostic
Diagnostic			0.00%	129				Diagnostic
Diagnostic			0.00%					Diagnostic
Diagnostic			0.00%	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.00%	60				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.00%	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.00%	1				Diagnostic
Diagnostic			0.00%	382				Diagnostic
Diagnostic			0.00%	166				Diagnostic
Diagnostic			0.00%					Diagnostic
Diagnostic			0.00%	156				Diagnostic

>= 95% of requests
>= 95% of requests

98.31%	118							YES
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>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

100.00%	110							YES
100.00%	23							YES
98.18%	110							YES
99.09%	110							YES
97.75%	89							YES
97.20%	143							YES

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI

5.06%	45,166							
0.84%	23,001							
0.00%	438			0				YES
0.00%	285		0.00%	0				YES
5.09%	45,638		4.63%	950		0.00720	0.6334	YES
0.86%	23,253		2.62%	344		0.00500	-3.5188	NO
5.05%	46,353		0.00%	10		0.06924	0.7291	YES
5.05%	46,353		0.00%	7		0.08276	0.6100	YES
45.62%	708		4.35%	23		0.10553	3.9111	YES
5.72%	1,032		0.00%	17		0.05677	1.0070	YES
12.90%	289		0.00%	18		0.08117	1.5773	YES
4.17%	288		0.00%	13		0.05666	0.7354	YES

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B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN(%)
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN(%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN(%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN(%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN(%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN(%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN(%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN(%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN(%)

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)
B.3.2.2.1	M&R-2	Local Interface Transport/Dispatch/TN(%)
B.3.2.2.2	M&R-2	Local Interface Transport/Non-Dispatch/TN(%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN(%)
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN(%)
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN(%)
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN(%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN(%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN(%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN(%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN(%)

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)
B.3.3.2.1	M&R-3	Local Interface Transport/Dispatch/TN(hours)
B.3.3.2.2	M&R-3	Local Interface Transport/Non-Dispatch/TN(hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN(hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN(hours)
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN(hours)
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN(hours)
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN(hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN(hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN(hours)
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN(hours)

Benchmark / Analog

ADSL to Retail	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
ADSL to Retail	45.62%	708	0.00%	0				YES
R&B - Disp	5.72%	1,032	0.00%	1		0.23228	0.2461	YES
R&B - Disp	5.09%	45,638	6.80%	309		0.01254	-1.3619	YES
R&B - Disp	5.09%	45,638	0.85%	117		0.02034	2.0810	YES
R&B (POTS) excl SB FT	5.01%	45,028	0.00%	3		0.12596	0.3978	YES
R&B (POTS) excl SB FT	0.75%	20,623	0.00%	0				YES
Design	3.25%	1,475	0.00%	0				YES
R&B	1.00%	1,595	0.00%	0				YES
R&B	5.09%	45,638	0.00%	5		0.09828	0.5177	YES
R&B (POTS)	0.86%	23,253	0.00%	12		0.02660	0.3218	YES
R&B (POTS)	5.06%	45,166						
R&B (POTS)	0.84%	23,001						

R&B (POTS)	1.90%	2,382,104						
R&B (POTS)	0.97%	2,382,104						
DS1/DS3	1.94%	22,606	0.00%	173		0.01082	1.8239	YES
DS1/DS3	1.26%	22,606	0.00%	173		0.00857	1.4712	YES
R&B	1.82%	2,506,676	1.42%	66,900		0.00053	7.5792	YES
R&B	0.93%	2,506,676	0.51%	66,900		0.00038	10.9577	YES
R&B&D - Disp	1.66%	2,793,595	1.78%	562		0.00543	-0.2210	YES
R&B&D - Disp	1.66%	2,793,595	1.25%	562		0.00543	0.7613	YES
ADSL to Retail	1.43%	49,377	1.03%	2,240		0.00259	1.5737	YES
ADSL to Retail	2.09%	49,377	0.76%	2,240		0.00312	4.2621	YES
ISDN - BRI	1.28%	22,618	0.88%	2,039		0.00261	1.5111	YES
ISDN - BRI	1.47%	22,618	0.64%	2,039		0.00261	2.4366	YES
ADSL to Retail	1.23%	49,377	0.00%	686		0.00460	3.1147	YES
ADSL to Retail	2.09%	49,377	0.15%	686		0.00556	3.4982	YES
R&B - Disp	1.82%	2,506,676	0.72%	43,016		0.00066	16.8002	YES
R&B - Disp	1.82%	2,506,676	0.27%	43,016		0.00066	23.6028	YES
R&B (POTS) excl SB FT	1.89%	2,382,104	1.15%	261		0.00851	0.8705	YES
R&B (POTS) excl SB FT	0.87%	2,382,104	0.00%	261		0.00576	1.5031	YES
Design	0.34%	431,780	0.00%	285		0.00346	0.9864	YES
Design	1.37%	431,780	0.00%	285		0.00360	1.0257	YES
R&B	0.93%	2,506,676	0.05%	9,518		0.00139	12.7599	YES
R&B	0.93%	2,506,676	0.13%	9,518		0.00099	8.1040	YES
R&B (POTS)	1.90%	2,382,104						
R&B (POTS)	0.97%	2,382,104						

R&B (POTS)	22.10	45,166			22.847			
R&B (POTS)	9.77	23,001			15.971			
DS1/DS3	3.79	438	0.00	0	2.664			YES
DS1/DS3	1.83	285	0.00	0	2.120			YES
R&B	22.00	45,638	10.23	950	23.010	0.75426	15.6068	YES
R&B	9.70	23,263	3.87	344	15.910	0.86415	6.7521	YES
R&B&D - Disp	21.73	46,353	3.28	10	22.930	7.25196	2.5440	YES
R&B&D - Disp	21.73	46,353	2.48	7	15.639	5.91134	3.2555	YES
ADSL to Retail	44.95	708	5.82	23	67.350	14.26963	2.7424	YES
ADSL to Retail	5.37	1,032	4.04	17	21.707	5.30781	0.2517	YES
ISDN - BRI	11.10	289	6.82	18	13.903	3.37744	1.3280	YES
ISDN - BRI	3.93	288	4.42	13	8.532	2.41909	-0.2029	YES
ADSL to Retail	44.95	708	0.00	0	67.350			YES
ADSL to Retail	5.37	1,032	1.42	1	21.707	21.71712	0.1821	YES
R&B - Disp	22.00	45,638	7.57	309	23.010	1.31340	10.9837	YES
R&B - Disp	22.00	45,638	2.85	117	15.910	1.47279	12.9987	YES
R&B (POTS) excl SB FT	22.10	45,028	8.52	3	22.851	13.19333	1.0292	YES
R&B (POTS) excl SB FT	10.42	20,623	0.00	0	15.961			YES
Design	6.19	1,475	0.00	0	8.695			YES
Design	2.50	1,595	0.00	0	4.552			YES
R&B	22.00	45,638	10.51	5	23.010	10.29080	1.1164	YES

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B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN(hours)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN(hours)

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)
B.3.4.2.1	M&R-4	Local Interface Transport/Dispatch/TN(%)
B.3.4.2.2	M&R-4	Local Interface Transport/Non-Dispatch/TN(%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN(%)
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN(%)
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN(%)
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN(%)
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN(%)
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN(%)
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN(%)
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN(%)
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN(%)
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN(%)
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN(%)

Out of Service > 24 hours

B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)
B.3.5.2.1	M&R-5	Local Interface Transport/Dispatch/TN(%)
B.3.5.2.2	M&R-5	Local Interface Transport/Non-Dispatch/TN(%)
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN(%)
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN(%)
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN(%)
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN(%)
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN(%)
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN(%)
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN(%)
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN(%)
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN(%)
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN(%)
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN(%)
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)

Unbundled Network Elements - Billing

Invoice Accuracy	
B-1	TN(%)

Mean Time to Deliver Invoices - CRIS

B.4.1

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	9.70	23,253	0.33	12	15.910	4.59409	2.0404	YES
R&B (POTS)	22.10	45,166			22.847			
R&B (POTS)	9.77	23,001			15.971			

R&B (POTS)	15.66%	45,166						
R&B (POTS)	14.23%	23,001						
DS1/DS3	21.23%	438	0.00%	0				YES
DS1/DS3	16.14%	285	0.00%	0				YES
R&B	15.60%	45,638	12.42%	950	0.0190	2.6751		YES
R&B	14.17%	23,253	14.83%	344	0.01894	-0.3437		YES
R&B	15.66%	46,353	40.00%	10	0.11494	-2.1173		NO
R&B	15.66%	46,353	14.29%	7	0.13738	0.1002		YES
R&B	21.75%	708	4.35%	23	0.06741	1.9910		YES
R&B	19.77%	1,032	0.00%	17	0.09738	2.0299		YES
R&B	21.11%	289	11.11%	18	0.09913	1.0084		YES
R&B	15.63%	288	23.08%	13	0.10295	-0.7238		YES
R&B	21.75%	708	0.00%	0				YES
R&B	19.77%	1,032	0.00%	1	0.39844	0.4961		YES
R&B	15.60%	45,638	11.00%	309	0.02071	2.2208		YES
R&B	15.60%	45,638	2.56%	117	0.03359	3.8616		YES
R&B	15.64%	45,028	0.00%	3	0.20974	0.7459		YES
R&B	14.11%	20,623	0.00%	0				YES
R&B	21.02%	1,475	0.00%	0				YES
R&B	19.50%	1,595	0.00%	0				YES
R&B	15.60%	45,638	0.00%	5	0.16230	0.9614		YES
R&B	14.17%	23,253	0.00%	12	0.10071	1.4074		YES
R&B	15.66%	45,166						
R&B	14.23%	23,001						

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS)	28.17%	29,466						
R&B (POTS)	17.90%	7,731						
DS1/DS3	0.00%	438	0.00%	0				YES
DS1/DS3	0.00%	285	0.00%	0				YES
R&B	28.02%	29,720	7.89%	596	0.01858	10.8389		YES
R&B	17.65%	7,866	0.66%	147	0.03173	5.3461		YES
R&B	27.39%	30,565	0.00%	10	0.14105	1.9419		YES
R&B	27.39%	30,565	0.00%	7	0.16858	1.8248		YES
R&B	45.82%	708	4.35%	23	0.10553	3.9111		YES
R&B	5.72%	1,032	0.00%	17	0.05677	1.0070		YES
R&B	12.50%	288	0.00%	18	0.06035	1.5557		YES
R&B	4.17%	288	0.00%	13	0.05666	0.7364		YES
R&B	45.82%	708	0.00%	0				YES
R&B	5.72%	1,032	0.00%	0				YES
R&B	28.02%	29,720	6.80%	309	0.02568	8.2660		YES
R&B	28.02%	29,720	0.85%	117	0.04160	6.5308		YES
R&B	28.17%	29,458	0.00%	0				YES
R&B	17.99%	7,684	0.00%	0				YES
R&B	3.25%	1,475	0.00%	0				YES
R&B	1.00%	1,595	0.00%	0				YES
R&B	28.02%	29,720	0.00%	3	0.25931	1.0807		YES
R&B	17.65%	7,866	0.00%	6	0.15569	1.1334		YES
R&B	28.17%	29,466						
R&B	17.90%	7,731						

BST - State

98.91%	\$196,335,513	99.97%	\$1,513,068	0.00008	-125.3765	YES
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B.4.2

B-2	Region(business days)
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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
BST - Region	3.68	1	7.51	1,643				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										
C.1.1	% Rejected Service Requests									
	O-7	Local Interconnection Trunks/TN(%)			52.17%	46				Diagnostic
C.1.2	Reject Interval									
	O-8	Local Interconnection Trunks/TN(%)	>= 85% w in 4 days		91.67%	22				YES
C.1.3	FOC Timeliness									
	O-9	Local Interconnection Trunks/TN(%)	>= 95% w in 10 days		96.97%	33				YES
C.1.4	FOC & Reject Response Completeness									
	O-11	Local Interconnection Trunks/TN(%)	>= 95%		100.00%	37				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses)									
	O-11	Local Interconnection Trunks/TN(%)	>= 95%							
Local Interconnection Trunks - Provisioning										
C.2.1	Order Completion Interval									
	P-4	Local Interconnection Trunks/TN(days)	Parity w Retail	16.52	21	18.00	7.461	4.60484	-0.3206	YES
C.2.2	Held Orders									
	P-1	Local Interconnection Trunks/TN(days)	Parity w Retail	0.00	0	0.00				YES
C.2.3	% Jeopardies									
	P-2	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	23	0.00%		0.00000		YES
C.2.4	Average Jeopardy Notice Interval									
	P-2	Local Interconnection Trunks/TN(hours)	95% >= 48 hrs							
C.2.5	% Missed Installation Appointments									
	P-3	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	21	0.00%		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days									
	P-9	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	522	0.00%		0.00000		YES
C.2.7	Average Completion Notice Interval									
	P-5	Local Interconnection Trunks/TN(hours)	Parity w Retail	91.33	20	66.24	199.917	123.77617	0.2027	YES
C.2.8	Total Service Order Cycle Time									
	P-10	Local Interconnection Trunks/TN(days)	Diagnostic			18.33				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours									
	P-6	Local Interconnection Trunks/Dispatch/TN(%)	Diagnostic			0.00%				Diagnostic
C.2.10.2	Service Order Accuracy									
	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%				YES
C.2.11.1.1										
	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%				YES
C.2.11.2.1										
	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%				YES
C.2.11.2.2										
	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%				YES
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	Missed Repair Appointments									
	M&R-1	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	0	0.00%				YES
C.3.1.2										
	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	2.67%	75	0.00%		0.16218	0.1644	YES
C.3.2.1	Customer Trouble Report Rate									
	M&R-2	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	176,448	0.00%		0.00000		YES
C.3.2.2										
	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.04%	176,448	0.00%		0.00011	3.7286	YES
Maintenance Average Duration										

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C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail	0.00 0.96	0 75	0.00 1.08	0 1	4.103	4.13043	-0.0900	YES YES
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	0.00%	75	0.00%	1		0.00000		YES
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	2.67%	75	0.00%	1		0.16218	0.1644	YES
C.4.1	Local Interconnection Trunks - Billing										
C.4.2	Invoice Accuracy										
	B-1	ITTN(%)	BST - State	98.91%	\$196,335,513	95.75%	\$2,635,344		0.00006	489.6357	NO
	Mean Time to Deliver Invoices - CABS										
	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5.933				YES
C.5.1	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
	TGP-1	TN	>0.5% dfl 2 consec. Hrs			0					YES

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Operations Support Systems - Pre-Ordering		
% Interface Availability - CLEC		
D.1.1.1	OSS-2 EDI/Region(%)	>= 99.5%
D.1.1.2	OSS-2 HAL/Region(%)	>= 99.5%
D.1.1.3	OSS-2 LENS/Region(%)	>= 99.5%
D.1.1.4	OSS-2 LEO MAINFRAME/Region(%)	>= 99.5%
D.1.1.5	OSS-2 LEO UNIX/Region(%)	>= 99.5%
D.1.1.6	OSS-2 LESOG/Region(%)	>= 99.5%
D.1.1.7	OSS-2 TAG/Region(%)	>= 99.5%
D.1.1.8	OSS-2 PSIMS/Region(%)	>= 99.5%
% Interface Availability - BST & CLEC		
D.1.2.1	OSS-2 ATLAS/COFFI/Region(%)	>= 99.5%
D.1.2.2	OSS-2 BOCRIS/Region(%)	>= 99.5%
D.1.2.3	OSS-2 DSAP/Region(%)	>= 99.5%
D.1.2.4	OSS-2 RSAG/Region(%)	>= 99.5%
D.1.2.5	OSS-2 ISOC/Region(%)	>= 99.5%
D.1.2.6	OSS-2 SONGS/Region(%)	>= 99.5%
D.1.2.7	OSS-2 DOE/Region(%)	>= 99.5%
D.1.2.8	OSS-2 LNP Gateway/Region(%)	>= 99.5%
D.1.2.9	OSS-2 COG/Region(%)	>= 99.5%
D.1.2.10	OSS-2 DOM/Region(%)	>= 99.5%
D.1.2.11	OSS-2 ISOG/Region(%)	>= 99.5%
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
D.1.3.1.2	OSS-1 RSAG, by TN/Region(Seconds)	ROS - RSAG, by TN + 2 sec
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region(Seconds)	RNS - RSAG, by ADDR + 2 sec
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region(Seconds)	ROS - RSAG, by ADDR + 2 sec
D.1.3.3.1	OSS-1 ATLAS/Region(Seconds)	RNS - ATLAS + 2 sec
D.1.3.3.2	OSS-1 ATLAS/Region(Seconds)	ROS - ATLAS + 2 sec
D.1.3.4.1	OSS-1 DSAP/Region(Seconds)	RNS - DSAP + 2 sec
D.1.3.4.2	OSS-1 DSAP/Region(Seconds)	ROS - DSAP + 2 sec
D.1.3.5.1	OSS-1 CRSECSRL/Region(Seconds)	RNS - CRSACCTS + 2 sec
D.1.3.5.2	OSS-1 CRSECSRL/Region(Seconds)	ROS - CRSOCSR + 2 sec
D.1.3.6.1	OSS-1 COFFI/Region(Seconds)	RNS - OASISBIG + 2 sec
D.1.3.6.2	OSS-1 COFFI/Region(Seconds)	ROS - OASISBIG + 2 sec
D.1.3.7.1	OSS-1 PSIMS/ORB/Region(Seconds)	RNS - OASISBIG + 2 sec
D.1.3.7.2	OSS-1 PSIMS/ORB/Region(Seconds)	ROS - OASISBIG + 2 sec
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
D.1.4.1.2	OSS-1 RSAG, by TN/Region(Seconds)	ROS - RSAG, by TN + 2 sec
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region(Seconds)	RNS - RSAG, by ADDR + 2 sec
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region(Seconds)	ROS - RSAG, by ADDR + 2 sec
D.1.4.3.1	OSS-1 ATLAS - MLH/Region(Seconds)	Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region(Seconds)	Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region(Seconds)	Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region(Seconds)	Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region(Seconds)	RNS - ATLAS - TN + 2 sec
D.1.4.5.2	OSS-1 ATLAS - TN/Region(Seconds)	ROS - ATLAS - TN + 2 sec
D.1.4.6.1	OSS-1 DSAP/Region(Seconds)	RNS - DSAP + 2 sec
D.1.4.6.2	OSS-1 DSAP/Region(Seconds)	ROS - DSAP + 2 sec
D.1.4.7.1	OSS-1 TAG/Region(Seconds)	RNS - CRSACCTS + 2 sec
D.1.4.7.2	OSS-1 TAG/Region(Seconds)	ROS - CRSOCSR + 2 sec
D.1.4.8.1	OSS-1 CRSEINT/Region(Seconds)	RNS - CRSACCTS + 2 sec
D.1.4.8.2	OSS-1 CRSEINT/Region(Seconds)	ROS - CRSOCSR + 2 sec
D.1.4.9.1	OSS-1 CRSECSRL/Region(Seconds)	RNS - CRSACCTS + 2 sec
This data not applicable after 5-1-2001, see D.1.4.7.1		
This data not applicable after 5-1-2001, see D.1.4.7.2		
This data not applicable after 7-1-2001, see D.1.4.7.1		

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D.1.4.9.2	OSS-1	CRSECSRL/Region(Seconds)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	ROS - CRSECSR + 2 sec										
	This data not applicable after 7-1-2001; see D.1.4.7.2										
	Operations Support Systems - Maintenance and Repair										
D.2.1	% Interface Availability - BST										
	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
D.2.2.1	% Interface Availability - CLEC										
D.2.2.2	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES
D.2.3.1	% Interface Availability - BST & CLEC										
D.2.3.2	OSS-3	CRIS/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LMOS HOSI/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	MARCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	OSP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
	OSS-3	SOC/Region(%)	>= 99.5%			100.00%					YES
D.2.4.1	Average Response Interval <= 4 Seconds										
D.2.4.2	OSS-4	CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950	0.00071	0.00071	10.4715	NO
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932	0.00572	0.00572	-0.2529	YES
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761	0.00148	0.00148	12.7534	NO
D.2.4.5	OSS-4	LMOSup/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247	0.00018	0.00018	-1.1412	YES
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560	0.00168	0.00168	51.0968	NO
D.2.4.7	OSS-4	MARCM/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419	0.00065	0.00065	6.3576	NO
D.2.4.8	OSS-4	OSP/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594	0.01929	0.01929	-2.4944	YES
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103	0.04245	0.04245	2.4376	NO
D.2.4.10	OSS-4	SOC/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083	0.00453	0.00453	-8.1625	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183	0.00031	0.00031	-2.1734	YES
	OSS-4		Parity w Retail	82.97%	59,426	81.81%	3,860	0.00624	0.00624	1.8585	NO
D.2.5.1	Average Response Interval <= 10 Seconds										
D.2.5.2	OSS-4	CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950	0.00032	0.00032	-10.9212	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932	0.01353	0.01353	-5.4284	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761	0.00303	0.00303	-46.4821	YES
D.2.5.5	OSS-4	LMOSup/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247	0.00014	0.00014	-3.7332	YES
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560	0.00118	0.00118	64.5270	NO
D.2.5.7	OSS-4	MARCM/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419	0.00036	0.00036	1.7778	NO
D.2.5.8	OSS-4	OSP/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594	0.01929	0.01929	-2.4944	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103	0.01726	0.01726	0.4492	YES
D.2.5.10	OSS-4	SOC/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083	0.00453	0.00453	-8.1625	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183	0.00009	0.00009	-0.0457	YES
	OSS-4		Parity w Retail	99.17%	59,426	98.96%	3,860	0.00151	0.00151	1.3717	YES
D.2.6.1	Average Response Interval > 10 Seconds										
D.2.6.2	OSS-4	CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950	0.00032	0.00032	10.9212	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932	0.01353	0.01353	5.4284	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	22.06%	31,712	7.96%	45,761	0.00303	0.00303	46.4821	YES
D.2.6.5	OSS-4	LMOSup/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247	0.00014	0.00014	3.7332	YES
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560	0.00118	0.00118	-64.5270	NO
D.2.6.7	OSS-4	MARCM/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419	0.00036	0.00036	-1.7778	NO
D.2.6.8	OSS-4	OSP/Region(%)	Parity w Retail	71.85%	6,754	66.84%	594	0.01929	0.01929	2.4944	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103	0.01726	0.01726	-0.4492	YES
D.2.6.10	OSS-4	SOC/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083	0.00453	0.00453	8.1625	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183	0.00009	0.00009	0.0457	YES
	OSS-4		Parity w Retail	0.83%	59,426	1.04%	3,860	0.00151	0.00151	-1.3717	YES

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	Collocation - Collocation				
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			
E.1.1.3	C-1 Physical Cageless(TN/calendar days)	<= 30 days	11	3	YES
			8	1	YES
E.1.2.1	C-2 Virtual-Ordinary(TN/calendar days)	<= 50 days	35	1	YES
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	20	17	YES
E.1.2.4	C-2 Physical Cageless-Ordinary(TN/calendar days)	<= 30 days	25	1	YES
E.1.2.5	C-2 Physical Cageless-Extraordinary(TN/calendar days)	<= 90 days	48	1	YES
E.1.3.1	C-3 Virtual(TN(%))	< 5% missed		1	YES
E.1.3.2	C-3 Physical(TN(%))	< 5% missed	0.00%	19	YES
			0.00%		

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3 Summary/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.2	O-3 Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3 Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3 Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3 UNE/Region(%)	>= 85%			83.88%	106,591				NO
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3 Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3 Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3 Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3 Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3 UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3 Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3 Aggregate/Region(%)	>= 85%			92.25%	9,334				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			75.00%	4				NO
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2 Loops/TN(%)	>= 95% w in 1 min			99.58%	721				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%	25				YES
F.3.1.2	O-10 Local Interface Transport/TN(%)	>= 95% w in 5 bus days			100.00%	6				YES
General - Ordering										
Average Speed of Answer										
F.4.1	O-12 Region(seconds)	Parity w Retail		141.64	6,349,116	30.33			33,199	YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6 Region(seconds)	Parity w Retail		43.10	1,464,337	26.35			82,571	YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1 TN(seconds)	PBD			6.08					PBD
% Answered in 10 seconds										
F.6.2	OS-2 TN(%)	PBD			76.40%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1 TN(seconds)	PBD			4.26					PBD

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F.7.2	% Answered in 10 seconds											PBD						
	DA-2	TN(%)								81.70%	PBD							
General - E911																		
F.8.1	Mean Interval											PBD						
	E-3	TN(hours)						2.01	2,006		PBD							
F.8.2	% Accuracy											PBD						
	E-2	TN(%)						96.63%	213,602		PBD							
F.8.3	% Timeliness											PBD						
	E-1	TN(%)						100.00%	2,006		PBD							
General - Billing																		
F.9.1	Usage Data Delivery Accuracy											Parity w Retail						
	B-3	Region(%)						100.00%	4,716	100.00%	21,351	0.00000	YES					
F.9.2	Usage Data Delivery Timeliness											Parity w Retail						
	B-5	Region(%)						98.37%	26,457	93.11%	384,063,119	0.00078	67,5131	NO				
F.9.3	Usage Data Delivery Completeness											Parity w Retail						
	B-4	Region(%)						99.38%	26,457	99.89%	384,063,119	0.00048	-10,5279	YES				
F.9.4	Mean Time to Deliver Usage											Parity w Retail						
	B-6	Region(days)						3.49	26,457	3.05	384,063,119			YES				
F.9.5.1	Recurring Charge Completeness											Parity w Retail						
	B-7	Resale(TN(%)						83.36%	\$5,717,449	91.47%	\$141,454	0.00246	-33,0375	YES				
F.9.5.2												>= 90%				96.27%	\$98,567	YES
F.9.5.3												>= 90%				98.77%	\$1,203	YES
F.9.6.1	Non-Recurring Charge Completeness											Parity w Retail						
	B-8	Resale(TN(%)												YES				
F.9.6.2												>= 90%				96.35%	\$315,752	YES
F.9.6.3												>= 90%				90.43%	\$72,638	YES
General - Change Management																		
F.10.1	% Software Release Notices Sent On Time											>= 95% w in 30 days						
	CM-1	TN(%)																
F.10.2	Average Software Release Notice Delay Days											>= 22 days prior to release						
	CM-2	TN(average)																
F.10.3	% Change Management Documentation Sent On Time											>= 95% w in 30 days						
	CM-3A	TN(%)							100.00%	2			YES					
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time											>= 95% w in 5 days						
	CM-3B	TN(%)																
F.10.5	Average Documentation Release Delay Days											>= 22 days prior to release						
	CM-4	TN(average)																
F.10.6	% CLEC Interface Outages Sent within 15 Minutes											>= 97% w in 15 min						
	CM-5	TN(%)							100.00%	10			YES					
General - New Business Requests																		
F.11.1	% New Business Requests Processed within 30 Business Days											>= 90% w in 30 bus days						
	BFR-1	Region(%)							100.00%	1			YES					
F.11.2.1	% Quotes Provided within X Business Days											>= 90% w in 10 bus days						
	BFR-2A	Region(%)							100.00%	1			YES					

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F.11.2.2 F.11.2.3	BFR-2B Region(%) BFR-2C Region(%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		>= 90% w in 30 bus days >= 90% w in 60 bus days								
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1 F.12.1.2	O-1 EDI/Region(%) O-1 TAG/Region(%)	>= 95% w in 30 min >= 95% w in 30 min			100.00% 100.00%	93,807 334,739				YES YES
Acknowledgement Message Completeness										
F.12.2.1 F.12.2.2	O-2 EDI/Region(%) O-2 TAG/Region(%)	100% 100%			100.00% 100.00%	93,807 334,739				YES NO
General - Database Updates										
Average Database Update Interval										
F.13.1.1 F.13.1.2 F.13.1.3	D-1 LIDB/TN(hours) D-1 Directory Listings/TN(hours) D-1 Directory Assistance/TN(hours)	PBD PBD PBD	1.56 0.09 4.48	17 26 26	1.56 0.09 3.86	17 26 26				PBD PBD PBD
% Update Accuracy										
F.13.2.1 F.13.2.2 F.13.2.3	D-2 LIDB/TN(%) D-2 Directory Listings/TN(%) D-2 Directory Assistance/TN(%)	>= 95% >= 95% >= 95%			100.00% 99.38% 100.00%	538 324 177				YES YES YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3 Region(%)	100%			96.77%	30				NO
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&F-7 Region(minutes)	Party w Retail	739	2	218	2				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC with Buffer	January performanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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Equity

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January Performance	Performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.13.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs		92.85%	90.00%	94.74%	worse	28				YES
A.1.13.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs		50.00%	95.00%	100.00%	worse	4				NO
A.1.13.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs		100.00%				1				YES
A.1.13.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs		95.24%	90.25%	95.00%	e or improv	21				YES
FOC & Reject Response Completeness - Mechanized													
A.1.14.1.1	O-11	Residence/ED/TN(%)	>= 95%		100.00%	94.85%	99.84%	e or improv	1,046				YES
A.1.14.1.2	O-11	Residence/TAG/TN(%)	>= 95%		99.95%	94.99%	99.99%	worse	10,504				YES
A.1.14.2.1	O-11	Business/ED/TN(%)	>= 95%		100.00%	95.00%	100.00%	e or improv	15				YES
A.1.14.2.2	O-11	Business/TAG/TN(%)	>= 95%		100.00%	95.00%	100.00%	e or improv	260				YES
A.1.14.3.1	O-11	Design (Specials)/ED/TN(%)	>= 95%										
A.1.14.3.2	O-11	Design (Specials)/TAG/TN(%)	>= 95%										
A.1.14.4.1	O-11	PBX/ED/TN(%)	>= 95%										
A.1.14.4.2	O-11	PBX/TAG/TN(%)	>= 95%										
A.1.14.5.1	O-11	Centrex/ED/TN(%)	>= 95%										
A.1.14.5.2	O-11	Centrex/TAG/TN(%)	>= 95%										
A.1.14.6.1	O-11	ISDN/ED/TN(%)	>= 85%										
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/ED/TN(%)	>= 95%		95.78%	95.00%	100.00%	worse	82				YES
A.1.15.1.2	O-11	Residence/TAG/TN(%)	>= 95%		100.00%	95.00%	100.00%	e or improv	1,446				YES
A.1.15.2.1	O-11	Business/ED/TN(%)	>= 95%		100.00%	95.00%	100.00%	e or improv	28				YES
A.1.15.2.2	O-11	Business/TAG/TN(%)	>= 95%		100.00%	94.27%	99.23%	e or improv	444				YES
A.1.15.3.1	O-11	Design (Specials)/ED/TN(%)	>= 95%										
A.1.15.3.2	O-11	Design (Specials)/TAG/TN(%)	>= 95%										
A.1.15.4.1	O-11	PBX/ED/TN(%)	>= 95%										
A.1.15.4.2	O-11	PBX/TAG/TN(%)	>= 95%										
A.1.15.5.1	O-11	Centrex/ED/TN(%)	>= 95%										
A.1.15.5.2	O-11	Centrex/TAG/TN(%)	>= 95%										
A.1.15.6.1	O-11	ISDN/ED/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%		93.83%	90.69%	95.45%	worse	81				NO
A.1.16.2	O-11	Business/TN(%)	>= 95%		91.85%	96.10%	90.63%	e or improv	184				NO
A.1.16.3	O-11	Design (Specials)/TN(%)	>= 95%		98.00%	95.00%	100.00%	worse	50				YES
A.1.16.4	O-11	PBX/TN(%)	>= 95%		100.00%	87.89%	92.31%	e or improv	10				YES
A.1.16.5	O-11	Centrex/TN(%)	>= 95%		100.00%	81.42%	85.71%	e or improv	1				YES
A.1.16.6	O-11	ISDN/TN(%)	>= 95%		93.55%	92.04%	96.86%	worse	31				NO
FOC & Reject Response Completeness (Multiple Responses) - Mechanized													
A.1.17.1.1	O-11	Residence/ED/TN(%)	>= 95%		94.63%	84.45%	83.89%	e or improv	1,046				NO
A.1.17.1.2	O-11	Residence/TAG/TN(%)	>= 95%		99.29%	94.56%	99.54%	worse	10,502				YES
A.1.17.2.1	O-11	Business/ED/TN(%)	>= 95%		93.33%	67.86%	71.43%	e or improv	15				NO
A.1.17.2.2	O-11	Business/TAG/TN(%)	>= 95%		97.69%	92.27%	97.13%	e or improv	260				YES
A.1.17.3.1	O-11	Design (Specials)/ED/TN(%)	>= 95%										
A.1.17.3.2	O-11	Design (Specials)/TAG/TN(%)	>= 95%										
A.1.17.4.1	O-11	PBX/ED/TN(%)	>= 95%										
A.1.17.4.2	O-11	PBX/TAG/TN(%)	>= 95%										
A.1.17.5.1	O-11	Centrex/ED/TN(%)	>= 95%										
A.1.17.5.2	O-11	Centrex/TAG/TN(%)	>= 95%										
A.1.17.6.1	O-11	ISDN/ED/TN(%)	>= 85%										
A.1.17.6.2	O-11	ISDN/TAG/TN(%)	>= 95%										
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized													
A.1.18.1.1	O-11	Residence/ED/TN(%)	>= 95%		100.00%	93.74%	98.67%	e or improv	81				YES
A.1.18.1.2	O-11	Residence/TAG/TN(%)	>= 95%		91.08%	86.92%	91.49%	worse	1,446				NO
A.1.18.2.1	O-11	Business/ED/TN(%)	>= 95%		71.43%	95.00%	100.00%	worse	28				NO
A.1.18.2.2	O-11	Business/TAG/TN(%)	>= 95%		96.62%	82.46%	86.82%	e or improv	444				YES
A.1.18.3.1	O-11	Design (Specials)/ED/TN(%)	>= 95%										
A.1.18.3.2	O-11	Design (Specials)/TAG/TN(%)	>= 95%										
A.1.18.4.1	O-11	PBX/ED/TN(%)	>= 95%										
A.1.18.4.2	O-11	PBX/TAG/TN(%)	>= 95%										
A.1.18.5.1	O-11	Centrex/ED/TN(%)	>= 95%										
A.1.18.5.2	O-11	Centrex/TAG/TN(%)	>= 95%										
A.1.18.6.1	O-11	ISDN/ED/TN(%)	>= 95%										
A.1.18.6.2	O-11	ISDN/TAG/TN(%)	>= 95%										
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized													

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
A.1.19.1	>= 95%			94.74%	87.42%	85.71%	e or improv	76				NO
A.1.19.2	>= 95%			88.76%	90.63%	85.40%	worse	169				NO
A.1.19.3	>= 95%			89.80%	95.00%	100.00%	worse	49				NO
A.1.19.4	>= 95%			100.00%	95.00%	100.00%	e or improv	10				YES
A.1.19.5	>= 95%			100.00%	95.00%	100.00%	e or improv	1				YES
A.1.19.6	>= 95%			96.55%	76.62%	80.65%	e or improv	29				YES

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
A.2.1.1.1	Residence<10 circuits/Dispatch/TN(days)	5.36	12,250	4.37	4.60	4.38	e or improv	432	4.806	0.22547	4.3723	YES
A.2.1.1.2	Residence<10 circuits/Dispatch/TN(days)	0.88	243,809	0.65	0.59	0.56	worse	8,177	1.390	0.07788	13.0978	YES
A.2.1.1.3	Residence<10 circuits/Dispatch/TN(days)	4.72	32	4.00			worse	1	1.301	1.32115	0.5440	YES
A.2.1.1.4	Residence<10 circuits/Dispatch/TN(days)	2.28	10,833	3.53	2.63	2.50	worse	52	5.012	0.68674	-1.7669	NO
A.2.1.1.5	Business<10 circuits/Dispatch/TN(days)	1.19	12,316	0.64	0.81	0.77	e or improv	205	3.935	0.27714	1.9880	YES
A.2.1.1.6	Business<10 circuits/Dispatch/TN(days)	11.93	50		2.10	2.00			12.880			
A.2.1.1.7	Business<10 circuits/Dispatch/TN(days)	0.33	3						0.000			
A.2.1.1.8	Design (Specials)<10 circuits/Dispatch/TN(days)	21.53	903	7.00	18.90	18.00	e or improv	1	24.938	24.95228	0.5922	YES
A.2.1.1.9	Design (Specials)<10 circuits/Dispatch/TN(days)	28.79	13	5.33				3	21.574	13.87663	1.5976	YES
A.2.1.1.10	Design (Specials)<10 circuits/Dispatch/TN(days)	35.00	1						0.000			
A.2.1.1.11	Design (Specials)<10 circuits/Dispatch/TN(days)	12.50	43						17.490			
A.2.1.1.12	PBX<10 circuits/Dispatch/TN(days)	5.05	63		0.70	0.67			12.656			
A.2.1.1.13	PBX<10 circuits/Dispatch/TN(days)	2.99	12						3.373			
A.2.1.1.14	Centrex<10 circuits/Dispatch/TN(days)	5.96	171						7.388			
A.2.1.1.15	Centrex<10 circuits/Dispatch/TN(days)	1.85	383	2.00	0.35	0.33	worse	1	2.776	2.78005	-0.0651	YES
A.2.1.1.16	Centrex<10 circuits/Dispatch/TN(days)	10.03	13						9.641			
A.2.1.1.17	Centrex<10 circuits/Dispatch/TN(days)	2.58	12						4.238			
A.2.1.1.18	ISDN<10 circuits/Dispatch/TN(days)	16.20	564	10.60	12.50	12.00	e or improv	5	13.849	6.22090	0.8966	YES
A.2.1.1.19	ISDN<10 circuits/Dispatch/TN(days)	2.59	748	3.80	3.74	3.56	worse	5	6.698	3.00539	-0.4031	YES
A.2.1.1.20	ISDN<10 circuits/Dispatch/TN(days)	13.00	3						4.359			
A.2.1.1.21	ISDN<10 circuits/Dispatch/TN(days)	4.12	28						4.034			

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
A.2.2.1.1	Residence<10 circuits/Dispatch/TN(days)	12.61	82	0.00	18.90	18.00	e or improv	0	12.891			YES
A.2.2.1.2	Residence<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.3	Residence<10 circuits/Dispatch/TN(days)	11.20	20	0.00	0.00	0.00	e or improv	0	12.992			YES
A.2.2.1.4	Residence<10 circuits/Dispatch/TN(days)	0.00	0	0.00				0				YES
A.2.2.1.5	Residence<10 circuits/Dispatch/TN(days)	0.00	0	0.00				0				YES
A.2.2.1.6	Business<10 circuits/Dispatch/TN(days)	0.00	0	0.00				0				YES
A.2.2.1.7	Business<10 circuits/Dispatch/TN(days)	9.50	24	0.00	0.00	0.00	e or improv	0	8.408			YES
A.2.2.1.8	Business<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.9	Business<10 circuits/Dispatch/TN(days)	11.00	2	0.00	0.00	0.00	e or improv	0	11.314			YES
A.2.2.1.10	Business<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.11	Business<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.12	Design (Specials)<10 circuits/Dispatch/TN(days)	47.00	1	0.00	0.00	0.00	e or improv	0	0.000			YES
A.2.2.1.13	Design (Specials)<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.14	Design (Specials)<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.15	Design (Specials)<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.16	Design (Specials)<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.17	PBX<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.18	PBX<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.19	PBX<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.20	PBX<10 circuits/Dispatch/TN(days)	0.00	0	0.00								
A.2.2.1.21	Centrex<10 circuits/Dispatch/TN(days)	0.00	0	0.00								YES
A.2.2.1.22	Centrex<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.23	Centrex<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.2.1.24	Centrex<10 circuits/Dispatch/TN(days)	7.00	1						0.000			
A.2.2.1.25	Centrex<10 circuits/Dispatch/TN(days)	0.00	0									
A.2.2.1.26	ISDN<10 circuits/Dispatch/TN(days)	0.00	0									
A.2.2.1.27	ISDN<10 circuits/Dispatch/TN(days)	84.20	10	11.00	0.00	0.00	worse	1	92.554	97.07109	0.7541	YES
A.2.2.1.28	ISDN<10 circuits/Dispatch/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	Performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.6.1.3	P-1 ISDN/<10 circuits/Other/TN(days)	0.00	0	0.00	0.00	0.00	e or improv	0				YES
A.2.6.2.1	P-1 ISDN/>=10 circuits/Facility/TN(days)	0.00	0									
A.2.6.2.2	P-1 ISDN/>=10 circuits/Equipment/TN(days)	0.00	0									
A.2.6.2.3	P-1 ISDN/>=10 circuits/Other/TN(days)	0.00	0									
% Jeopardies - Mechanized												
A.2.4.1	P-2 Residence/TN(%)	0.42%	271,348	0.48%	0.40%	0.38%	worse	9,953		0.00066	-0.6663	YES
A.2.4.2	P-2 Business/TN(%)	1.40%	23,699	0.67%	0.00%	0.00%	worse	300		0.00683	1.0753	YES
A.2.4.3	P-2 Design (Specials)/TN(%)	9.26%	1,035		0.525	50.00%						
A.2.4.4	P-2 PBX/TN(%)	2.04%	147		0.00%	0.00%						
A.2.4.5	P-2 Centrex/TN(%)	2.75%	582									
A.2.4.6	P-2 ISDN/TN(%)	5.55%	1,476	0.00%	0.00%	0.00%	e or improv	1		0.22899	0.2423	YES
% Jeopardies - Non-Mechanized												
A.2.5.1	P-2 Residence/TN(%)			0.00%	0.00%	0.00%		44				Diagnostic
A.2.5.2	P-2 Business/TN(%)			0.00%	1.81%	1.82%		30				Diagnostic
A.2.5.3	P-2 Design (Specials)/TN(%)			20.00%				5				Diagnostic
A.2.5.4	P-2 PBX/TN(%)			0.00%	0.00%	0.00%						Diagnostic
A.2.5.5	P-2 Centrex/TN(%)			0.00%	0.00%	0.00%		1				Diagnostic
A.2.5.6	P-2 ISDN/TN(%)			30.00%	13.13%	12.50%		10				Diagnostic
Average Jeopardy Notice Interval - Mechanized												
A.2.7.1	P-2 Residence/TN(hours)			134.59	122.05	128.47	e or improv	41				YES
A.2.7.2	P-2 Business/TN(hours)			145.18				1				YES
A.2.7.3	P-2 Design (Specials)/TN(hours)				501.6	528.00						
A.2.7.4	P-2 PBX/TN(hours)											
A.2.7.5	P-2 Centrex/TN(hours)											
A.2.7.6	P-2 ISDN/TN(hours)											
Average Jeopardy Notice Interval - Non-Mechanized												
A.2.8.1	P-2 Residence/TN(hours)				97.20	96.00						Diagnostic
A.2.8.2	P-2 Business/TN(hours)											Diagnostic
A.2.8.3	P-2 Design (Specials)/TN(hours)			178.00				1				Diagnostic
A.2.8.4	P-2 PBX/TN(hours)											Diagnostic
A.2.8.5	P-2 Centrex/TN(hours)											Diagnostic
A.2.8.6	P-2 ISDN/TN(hours)			314.00	296.40	312.00		3				Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized												
A.2.9.1	P-2 Residence/TN(%)			100.00%	85.00%	100.00%	e or improv	41				YES
A.2.9.2	P-2 Business/TN(%)			100.00%				1				YES
A.2.9.3	P-2 Design (Specials)/TN(%)				0.95	100.00%						
A.2.9.4	P-2 PBX/TN(%)											
A.2.9.5	P-2 Centrex/TN(%)											
A.2.9.6	P-2 ISDN/TN(%)											
% Jeopardy Notice >= 48 hours - Non-Mechanized												
A.2.10.1	P-2 Residence/TN(%)											Diagnostic
A.2.10.2	P-2 Business/TN(%)				85.00%	100.00%						Diagnostic
A.2.10.3	P-2 Design (Specials)/TN(%)			100.00%				1				Diagnostic
A.2.10.4	P-2 PBX/TN(%)											Diagnostic
A.2.10.5	P-2 Centrex/TN(%)											Diagnostic
A.2.10.6	P-2 ISDN/TN(%)			100.00%	95.00%	100.00%		3				Diagnostic
% Missed Installation Appointments												
A.2.11.1.1	P-3 Residence/<10 circuits/Dispatch/TN(%)	5.84%	14,419	4.23%	4.85%	4.82%	e or improv	490		0.01077	1.4425	YES
A.2.11.1.2	P-3 Residence/>=10 circuits/Dispatch/TN(%)	0.16%	256,443	0.13%	0.06%	0.06%	worse	9,308		0.00041	0.7138	YES
A.2.11.1.3	P-3 Residence/>=10 circuits/Non-Dispatch/TN(%)	5.71%	35	0.00%				1		0.23541	0.2427	YES
A.2.11.1.4	P-3 Residence/>=10 circuits/Dispatch/TN(%)											
A.2.11.1.5	P-3 Residence/>=10 circuits/Non-Dispatch/TN(%)											
A.2.11.1.6	P-3 Business/<10 circuits/Dispatch/TN(%)	1.45%	11,136	1.90%	0.00%	0.00%	worse	105		0.01170	-0.3922	YES
A.2.11.1.7	P-3 Business/<10 circuits/Non-Dispatch/TN(%)	0.13%	12,421	0.37%	0.00%	0.00%	worse	273		0.00219	-1.0822	YES
A.2.11.1.8	P-3 Business/>=10 circuits/Dispatch/TN(%)	5.17%	58		0.00%	0.00%						
A.2.11.1.9	P-3 Business/>=10 circuits/Non-Dispatch/TN(%)	0.00%	3									
A.2.11.1.10	P-3 Design (Specials)/<10 circuits/Dispatch/TN(%)	4.20%	905	0.00%	0.00%	0.00%	e or improv	1		0.20087	0.2062	YES
A.2.11.1.11	P-3 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	15.35%	13	0.00%				4		0.20630	0.7458	YES
A.2.11.1.12	P-3 Design (Specials)/>=10 circuits/Dispatch/TN(%)	0.00%	1									
A.2.11.1.13	P-3 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)											
A.2.11.1.14	P-3 PBX/<10 circuits/Dispatch/TN(%)	2.17%	46									
A.2.11.1.15	P-3 PBX/<10 circuits/Non-Dispatch/TN(%)	0.00%	84		0.00%	0.00%						
A.2.11.1.16	P-3 PBX/>=10 circuits/Dispatch/TN(%)	0.00%	12									
A.2.11.1.17	P-3 PBX/>=10 circuits/Non-Dispatch/TN(%)	1.74%	172									
A.2.11.1.18	P-3 Centrex/<10 circuits/Dispatch/TN(%)											

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A.2.11.5.1.2	P-3	Centrex<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-3	Residence<10 circuits/Dispatch/TN(%)
A.2.12.1.1.2	P-3	Residence<10 circuits/Non-Dispatch/TN(%)
A.2.12.1.2.1	P-3	Residence>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-3	Residence>=10 circuits/Non-Dispatch/TN(%)
A.2.12.2.1.1	P-3	Business<10 circuits/Dispatch/TN(%)
A.2.12.2.1.2	P-3	Business<10 circuits/Non-Dispatch/TN(%)
A.2.12.2.2.1	P-3	Business>=10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-3	Business>=10 circuits/Non-Dispatch/TN(%)
A.2.13.1.1.1	P-3	Design (Specials)<10 circuits/Dispatch/TN(%)
A.2.13.1.1.2	P-3	Design (Specials)<10 circuits/Non-Dispatch/TN(%)
A.2.13.2.1.1	P-3	Design (Specials)>=10 circuits/Dispatch/TN(%)
A.2.13.2.1.2	P-3	Design (Specials)>=10 circuits/Non-Dispatch/TN(%)
A.2.13.3.1.1	P-3	PBX<10 circuits/Dispatch/TN(%)
A.2.13.3.1.2	P-3	PBX<10 circuits/Non-Dispatch/TN(%)
A.2.13.4.1.1	P-3	PBX>=10 circuits/Dispatch/TN(%)
A.2.13.4.1.2	P-3	PBX>=10 circuits/Non-Dispatch/TN(%)
A.2.14.2.1.1	P-3	Centrex<10 circuits/Dispatch/TN(%)
A.2.14.2.1.2	P-3	Centrex<10 circuits/Non-Dispatch/TN(%)
A.2.14.5.1.1	P-3	Centrex>=10 circuits/Dispatch/TN(%)
A.2.14.5.1.2	P-3	Centrex>=10 circuits/Non-Dispatch/TN(%)
A.2.15.2.1.1	P-3	ISDN<10 circuits/Dispatch/TN(%)
A.2.15.2.1.2	P-3	ISDN<10 circuits/Non-Dispatch/TN(%)
A.2.15.2.2.1	P-3	ISDN>=10 circuits/Dispatch/TN(%)
A.2.15.2.2.2	P-3	ISDN>=10 circuits/Non-Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence<10 circuits/Dispatch/TN(hours)
A.2.14.1.1.2	P-5	Residence<10 circuits/Non-Dispatch/TN(hours)
A.2.14.1.2.1	P-5	Residence>=10 circuits/Dispatch/TN(hours)
A.2.14.1.2.2	P-5	Residence>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.1.1	P-5	Business<10 circuits/Dispatch/TN(hours)
A.2.14.2.1.2	P-5	Business<10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.2.1	P-5	Business>=10 circuits/Dispatch/TN(hours)
A.2.14.2.2.2	P-5	Business>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/TN(hours)
A.2.14.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/TN(hours)
A.2.14.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.1.1	P-5	PBX<10 circuits/Dispatch/TN(hours)
A.2.14.4.1.2	P-5	PBX<10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.2.1	P-5	PBX>=10 circuits/Dispatch/TN(hours)
A.2.14.4.2.2	P-5	PBX>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.1.1	P-5	Centrex<10 circuits/Dispatch/TN(hours)
A.2.14.5.1.2	P-5	Centrex<10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.2.1	P-5	Centrex>=10 circuits/Dispatch/TN(hours)
A.2.14.5.2.2	P-5	Centrex>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.1.1	P-5	ISDN<10 circuits/Dispatch/TN(hours)
A.2.14.6.1.2	P-5	ISDN<10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.2.1	P-5	ISDN>=10 circuits/Dispatch/TN(hours)
A.2.14.6.2.2	P-5	ISDN>=10 circuits/Non-Dispatch/TN(hours)

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence<10 circuits/Dispatch/TN(hours)
A.2.15.1.1.2	P-5	Residence<10 circuits/Non-Dispatch/TN(hours)
A.2.15.1.2.1	P-5	Residence>=10 circuits/Dispatch/TN(hours)
A.2.15.1.2.2	P-5	Residence>=10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.1.1	P-5	Business<10 circuits/Dispatch/TN(hours)
A.2.15.2.1.2	P-5	Business<10 circuits/Non-Dispatch/TN(hours)
A.2.15.2.2.1	P-5	Business>=10 circuits/Dispatch/TN(hours)
A.2.15.2.2.2	P-5	Business>=10 circuits/Non-Dispatch/TN(hours)

Benchmark/ Analog

Centrex	0.00%	384	0.00%	0.00%	0.00%	1	0.0000		YES
Centrex	0.00%	13							
Centrex	0.00%	13							
ISDN	6.72%	580	0.00%	52.50%	90.00%	5	0.11248	0.5978	YES
ISDN	0.65%	752	0.00%	0.00%	0.00%	8	0.02889	0.2302	YES
ISDN	0.00%	3							
ISDN	0.00%	29							

Res	7.82%	13,870	7.84%	12.53%	11.93%	638	0.01037	-0.0198	YES
Res	3.25%	249,886	5.32%	4.19%	3.99%	9,616	0.00184	-11.2866	NO
Res	12.12%	33							
Bus	2.91%	9,684	2.60%	3.84%	3.68%	77	0.01824	0.1635	YES
Bus	4.00%	12,973	3.31%	4.13%	3.93%	242	0.01271	0.5465	YES
Bus	11.32%	53	0.00%			1	0.31982	0.3540	YES
Bus	0.00%	2							
Design	2.88%	770							
Design	0.00%	13	0.00%	0.00%	0.00%	1	0.00000		YES
Design	0.00%	2							
Design	0.00%	21	0.00%			1	0.00000		YES
PBX	2.44%	32	0.00%	0.00%	0.00%	3	0.06068	0.2690	YES
PBX	0.00%	4							
PBX	8.33%	12							
Centrex	0.00%	296							
Centrex	0.23%	444	0.00%	0	0.00%	1	0.04746	0.0475	YES
Centrex	4.75%	21							
Centrex	0.00%	7							
ISDN	3.88%	619	0.00%	0	0.00%	5	0.08668	0.4473	YES
ISDN	0.75%	632	0.00%	17.50%	16.67%	9	0.02374	0.2660	YES
ISDN	0.00%	7							
ISDN	0.00%	29							

Res	1.35	14,411	0.42	0.34	0.32	472	14.892	0.69890	1.2635	YES
Res	0.97	255,952	0.70	0.79	0.75	9,476	8.755	0.08158	2.9116	YES
Res	8.74	35	0.02			1	17.417	17.66432	0.3603	YES
Bus	0.99	11,118	0.74	0.56	0.53	68	10.710	1.32227	0.1901	YES
Bus	1.58	12,408	0.57	0.72	0.69	225	15.595	1.03565	0.9588	YES
Bus	0.92	58		0.021	0.02		3.597			
Bus	0.35	3					0.260			
Design	86.75	873					252.302			
Design	34.55	13					118.781			
Design	0.02	1					0.000			
Design	7.38	46					24.028			
PBX	1.36	81					6.034			
PBX	0.35	12					0.317			
Centrex	6.00	171					35.357			
Centrex	4.68	384					42.033			
Centrex	0.16	13					0.485			
Centrex	0.71	12					0.260			
ISDN	13.36	559					53.708			
ISDN	1.59	751					10.983			
ISDN	0.02	3					0.000			
ISDN	6.30	29					24.302			

Diagnostic	22.01	12.35	11.76			13			Diagnostic
Diagnostic	10.60	16.49	15.70			31			Diagnostic
Diagnostic	22.21	34.20	32.57			39			Diagnostic
Diagnostic	11.32	8.61	8.20			48			Diagnostic
Diagnostic									Diagnostic
Diagnostic									Diagnostic

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.16.3.1.1	P-5 Design (Specials)<10 circuits/Dispatch/TN(hours)	Diagnostic			19.65				1				Diagnostic
A.2.16.3.1.2	P-5 Design (Specials)>=10 circuits/Dispatch/TN(hours)	Diagnostic			15.75				4				Diagnostic
A.2.16.3.2.1	P-5 Design (Specials)>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.3.2.2	P-5 Design (Specials)>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.4.1.1	P-5 PBX<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.4.1.2	P-5 PBX<10 circuits/Dispatch/TN(hours)	Diagnostic				32.592	31.04						Diagnostic
A.2.16.4.2.1	P-5 PBX>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.4.2.2	P-5 PBX>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.5.1.1	P-5 Centrex<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.5.1.2	P-5 Centrex<10 circuits/Dispatch/TN(hours)	Diagnostic			14.00	14.57	13.88		1				Diagnostic
A.2.16.5.2.1	P-5 Centrex>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.5.2.2	P-5 Centrex>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.6.1.1	P-5 ISDN<10 circuits/Dispatch/TN(hours)	Diagnostic			38.12	22.07	21.02		5				Diagnostic
A.2.16.6.1.2	P-5 ISDN<10 circuits/Dispatch/TN(hours)	Diagnostic			22.85	26.28	25.03		8				Diagnostic
A.2.16.6.2.1	P-5 ISDN>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
A.2.16.6.2.2	P-5 ISDN>=10 circuits/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			4.80	5.07	4.83		340				Diagnostic
A.2.17.1.1.2	P-10 Residence<10 circuits/Dispatch/TN(days)	Diagnostic			0.67	0.53	0.50		6,627				Diagnostic
A.2.17.1.2.1	P-10 Residence>=10 circuits/Dispatch/TN(days)	Diagnostic			4.00				1				Diagnostic
A.2.17.1.2.2	P-10 Residence>=10 circuits/Dispatch/TN(days)	Diagnostic											Diagnostic
A.2.17.2.1.1	P-10 Business<10 circuits/Dispatch/TN(days)	Diagnostic			2.58	2.23	2.12		24				Diagnostic
A.2.17.2.1.2	P-10 Business<10 circuits/Dispatch/TN(days)	Diagnostic			0.77	0.49	0.47		74				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/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/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/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/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/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/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/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/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/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			3.07	3.70	3.52		30				Diagnostic
A.2.18.1.1.2	P-10 Residence<10 circuits/Dispatch/TN(days)	Diagnostic			1.13	1.18	1.12		833				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/Dispatch/TN(days)	Diagnostic											Diagnostic
A.2.18.2.1.1	P-10 Business<10 circuits/Dispatch/TN(days)	Diagnostic			2.86	4.55	4.33		7				Diagnostic
A.2.18.2.1.2	P-10 Business<10 circuits/Dispatch/TN(days)	Diagnostic			0.99	1.60	1.52		50				Diagnostic
A.2.18.2.2.1	P-10 Business>=10 circuits/Dispatch/TN(days)	Diagnostic				2.1	2.00						Diagnostic
A.2.18.2.2.2	P-10 Business>=10 circuits/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/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/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/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/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/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/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/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/Dispatch/TN(days)	Diagnostic											Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Total Service Order Cycle Time - Non-Mechanized													
A.2.19.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)			3.35	3.80	3.62		14				Diagnostic
A.2.19.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)			3.38	2.18	2.08		21				Diagnostic
A.2.19.1.2.1	P-10	Residence>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.2.1.1	P-10	Business<10 circuits/Dispatch/TN(days)			8.00	7.21	6.97		8				Diagnostic
A.2.19.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)			1.76	3.85	3.67		25				Diagnostic
A.2.19.2.2.1	P-10	Business>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)			12.00				1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)			12.00				3				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.4.1.1	P-10	PBX<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)				7.35	7.00						Diagnostic
A.2.19.4.2.1	P-10	PBX>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/TN(days)							1				Diagnostic
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.5.2.1	P-10	Centrex>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)							3				Diagnostic
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)							5				Diagnostic
A.2.19.6.2.1	P-10	ISDN>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.19.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
Total Service Order Cycle Time (offered) - Mechanized													
A.2.21.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)			4.81	5.16	4.91		332				Diagnostic
A.2.21.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)			0.87	0.59	0.56		3,278				Diagnostic
A.2.21.1.2.1	P-10	Residence>=10 circuits/Dispatch/TN(days)			4.00				1				Diagnostic
A.2.21.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.2.1.1	P-10	Business<10 circuits/Dispatch/TN(days)			2.58	2.23	2.12		24				Diagnostic
A.2.21.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)			0.91	0.54	0.51		51				Diagnostic
A.2.21.2.2.1	P-10	Business>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.4.2.1	P-10	PBX>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.5.1.1	P-10	Centrex<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.5.2.1	P-10	Centrex>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.21.6.2.1	P-10	ISDN>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.21.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
Total Service Order Cycle Time (offered) - Partially Mechanized													
A.2.22.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)			3.00	3.70	3.52		26				Diagnostic
A.2.22.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)			1.20	1.22	1.16		639				Diagnostic
A.2.22.1.2.1	P-10	Residence>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.22.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.22.2.1.1	P-10	Business<10 circuits/Dispatch/TN(days)			2.86	4.55	4.35		7				Diagnostic
A.2.22.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)			0.94	1.61	1.53		48				Diagnostic
A.2.22.2.2.1	P-10	Business>=10 circuits/Dispatch/TN(days)				2.1	2.00						Diagnostic
A.2.22.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.22.4.1.1	P-10	PBX<10 circuits/Dispatch/TN(days)											Diagnostic
A.2.22.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)											Diagnostic
A.2.22.4.2.1	P-10	PBX>=10 circuits/Dispatch/TN(days)											Diagnostic
A.2.22.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/TN(days)											Diagnostic

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		BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.22.4.2.2	P-10 PBX>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.5.1.1	P-10 Centrex<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.5.1.2	P-10 Centrex<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.5.2.1	P-10 Centrex>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.5.2.2	P-10 Centrex>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.6.1.1	P-10 ISDN<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.6.1.2	P-10 ISDN<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.6.2.1	P-10 ISDN>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.22.6.2.2	P-10 ISDN>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanical												
A.23.1.1.1	P-10 Residence<10 circuits/Dispatch/TN(days)	Diagnostic		3.36	3.80	3.82		14				Diagnostic
A.23.1.1.2	P-10 Residence<10 circuits/Non-Dispatch/TN(days)	Diagnostic		3.38	1.75	1.87		21				Diagnostic
A.23.1.2.1	P-10 Residence>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.1.2.2	P-10 Residence>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.2.1.1	P-10 Business<10 circuits/Dispatch/TN(days)	Diagnostic		7.43	7.21	6.87		7				Diagnostic
A.23.2.1.2	P-10 Business<10 circuits/Non-Dispatch/TN(days)	Diagnostic		1.74	3.34	3.37		23				Diagnostic
A.23.2.2.1	P-10 Business>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.2.2.2	P-10 Business>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.3.1.1	P-10 Design (Specials)<10 circuits/Dispatch/TN(days)	Diagnostic		12.00				1				Diagnostic
A.23.3.1.2	P-10 Design (Specials)>=10 circuits/Dispatch/TN(days)	Diagnostic		12.00				3				Diagnostic
A.23.3.2.1	P-10 Design (Specials)<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.3.2.2	P-10 Design (Specials)>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.4.1.1	P-10 PBX<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.4.1.2	P-10 PBX<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.4.2.1	P-10 PBX>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.4.2.2	P-10 PBX>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.5.1.1	P-10 Centrex<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.5.1.2	P-10 Centrex<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.5.2.1	P-10 Centrex>=10 circuits/Dispatch/TN(days)	Diagnostic		5.00	2.10	2.00		1				Diagnostic
A.23.5.2.2	P-10 Centrex>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.6.1.1	P-10 ISDN<10 circuits/Dispatch/TN(days)	Diagnostic		18.00	9.98	9.50		3				Diagnostic
A.23.6.1.2	P-10 ISDN<10 circuits/Non-Dispatch/TN(days)	Diagnostic		7.40	4.41	4.20		5				Diagnostic
A.23.6.2.1	P-10 ISDN>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
A.23.6.2.2	P-10 ISDN>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
% Completions w/o Notice or < 24 hours												
A.24.1.1	P-8 Residence/Dispatch/TN(%)	Diagnostic		0.32%	22.32%	21.26%		433				Diagnostic
A.24.1.2	P-8 Residence/Non-Dispatch/TN(%)	Diagnostic		9.83%	83.72%	79.73%		8,177				Diagnostic
A.24.2.1	P-8 Business/Dispatch/TN(%)	Diagnostic		9.83%	50.40%	48.00%		52				Diagnostic
A.24.2.2	P-8 Business/Non-Dispatch/TN(%)	Diagnostic		0.98%	95.37%	90.83%		205				Diagnostic
A.24.3.1	P-8 Design (Specials)/Dispatch/TN(%)	Diagnostic		0.00%	105.00%	100.00%		1				Diagnostic
A.24.3.2	P-8 Design (Specials)/Non-Dispatch/TN(%)	Diagnostic		0.00%				3				Diagnostic
A.24.4.1	P-8 PBX/Dispatch/TN(%)	Diagnostic										Diagnostic
A.24.4.2	P-8 PBX/Non-Dispatch/TN(%)	Diagnostic			52.50%	50.00%						Diagnostic
A.24.5.1	P-8 Centrex/Dispatch/TN(%)	Diagnostic		0.00%	0.00%	0.00%		1				Diagnostic
A.24.5.2	P-8 Centrex/Non-Dispatch/TN(%)	Diagnostic		0.00%	52.50%	50.00%		5				Diagnostic
A.24.6.1	P-8 ISDN/Dispatch/TN(%)	Diagnostic		0.00%	35.00%	33.33%		5				Diagnostic
A.24.6.2	P-8 ISDN/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
Service Order Accuracy												
A.25.1.1.1	P-11 Residence<10 circuits/Dispatch/TN(%)	>= 95%		92.14%	86.01%	90.54%	e or improv	140				NO
A.25.1.1.2	P-11 Residence<10 circuits/Non-Dispatch/TN(%)	>= 95%		95.36%	92.46%	97.33%	worse	130				YES
A.25.1.2.1	P-11 Residence>=10 circuits/Dispatch/TN(%)	>= 95%		100.00%	86.36%	90.91%	e or improv	19				YES
A.25.1.2.2	P-11 Residence>=10 circuits/Non-Dispatch/TN(%)	>= 95%										NO
A.25.2.1.1	P-11 Business<10 circuits/Dispatch/TN(%)	>= 95%		91.33%	82.34%	87.20%	e or improv	150				NO
A.25.2.1.2	P-11 Business<10 circuits/Non-Dispatch/TN(%)	>= 95%		93.85%	88.58%	93.24%	e or improv	130				NO
A.25.2.2.1	P-11 Business>=10 circuits/Dispatch/TN(%)	>= 95%		100.00%	87.05%	91.67%	e or improv	10				YES
A.25.2.2.2	P-11 Business>=10 circuits/Non-Dispatch/TN(%)	>= 95%		84.62%	80.75%	85.00%	worse	13				NO
A.25.3.1.1	P-11 Design (Specials)<10 circuits/Dispatch/TN(%)	>= 95%		81.08%	93.06%	97.96%	worse	37				NO
A.25.3.1.2	P-11 Design (Specials)<10 circuits/Non-Dispatch/TN(%)	>= 95%		81.24%	91.25%	96.05%	worse	88				NO
A.25.3.2.1	P-11 Design (Specials)>=10 circuits/Dispatch/TN(%)	>= 95%		100.00%				1				YES
A.25.3.2.2	P-11 Design (Specials)>=10 circuits/Non-Dispatch/TN(%)	>= 95%		100.00%	86.50%	70.00%	e or improv	6				YES
Resale - Maintenance and Repair												
Missed Repair Appointments												
A.3.1.1.1	M&R-1 Residence/Dispatch/TN(%)	Res	4.95%	39,708	3.75%	3.36%	worse	854		0.00749	1.5781	YES
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/TN(%)	Res	0.76%	20,907	0.92%	0.43%	worse	218		0.00599	-0.2301	YES

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A.4.1	Invoice Accuracy													
	B-1	TN(%)												
A.4.2	Mean Time to Deliver Invoices - CRIS													
	B-2	Region(business days)												

BST - State												
98.91%	\$198,335,513	99.86%	93.82%	98.55%	e or improv	\$1,847,066	0.00008	-123.2982	YES			
BST - Region												
3.88	1	3.56	4.16	3.96	e or improv	1,830			YES			

52	25
115	156

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Unbundled Network Elements - Ordering										Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	Performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
% Rejected Service Requests - Mechanized																					
B.1.1.1	C-7	Switch Ports/TN(%)	Diagnostic																		Diagnostic
B.1.1.2	C-7	Local Interface Transports/TN(%)	Diagnostic																		Diagnostic
B.1.1.3	C-7	Loop + Port Combinations/TN(%)	Diagnostic																		Diagnostic
B.1.1.4	C-7	Combo Other/TN(%)	Diagnostic																		Diagnostic
B.1.1.5	C-7	XDSL (ADSL, HDSL, and UCL)/TN(%)	Diagnostic																		Diagnostic
B.1.1.6	C-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic																		Diagnostic
B.1.1.7	C-7	Line Sharing/TN(%)	Diagnostic																		Diagnostic
B.1.1.8	C-7	2W Analog Loop Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.9	C-7	2W Analog Loop Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.10	C-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.11	C-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.12	C-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.13	C-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.14	C-7	Other Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.15	C-7	Other Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.1.16	C-7	INP Standalone/TN(%)	Diagnostic																		Diagnostic
B.1.1.17	C-13	INP Standalone/TN(%)	Diagnostic																		Diagnostic
% Rejected Service Requests - Partially Mechanized																					
B.1.2.1	C-7	Switch Ports/TN(%)	Diagnostic																		Diagnostic
B.1.2.2	C-7	Local Interface Transports/TN(%)	Diagnostic																		Diagnostic
B.1.2.3	C-7	Loop + Port Combinations/TN(%)	Diagnostic																		Diagnostic
B.1.2.4	C-7	Combo Other/TN(%)	Diagnostic																		Diagnostic
B.1.2.5	C-7	XDSL (ADSL, HDSL, and UCL)/TN(%)	Diagnostic																		Diagnostic
B.1.2.6	C-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic																		Diagnostic
B.1.2.7	C-7	Line Sharing/TN(%)	Diagnostic																		Diagnostic
B.1.2.8	C-7	2W Analog Loop Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.9	C-7	2W Analog Loop Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.10	C-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.11	C-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.12	C-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.13	C-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.14	C-7	Other Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.15	C-7	Other Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.2.16	C-7	INP Standalone/TN(%)	Diagnostic																		Diagnostic
B.1.2.17	C-13	INP Standalone/TN(%)	Diagnostic																		Diagnostic
% Rejected Service Requests - Non-Mechanized																					
B.1.3.1	C-7	Switch Ports/TN(%)	Diagnostic																		Diagnostic
B.1.3.2	C-7	Local Interface Transports/TN(%)	Diagnostic																		Diagnostic
B.1.3.3	C-7	Loop + Port Combinations/TN(%)	Diagnostic																		Diagnostic
B.1.3.4	C-7	Combo Other/TN(%)	Diagnostic																		Diagnostic
B.1.3.5	C-7	XDSL (ADSL, HDSL, and UCL)/TN(%)	Diagnostic																		Diagnostic
B.1.3.6	C-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic																		Diagnostic
B.1.3.7	C-7	Line Sharing/TN(%)	Diagnostic																		Diagnostic
B.1.3.8	C-7	2W Analog Loop Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.9	C-7	2W Analog Loop Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.10	C-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.11	C-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.12	C-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.13	C-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.14	C-7	Other Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.15	C-7	Other Non-Design/TN(%)	Diagnostic																		Diagnostic
B.1.3.16	C-7	INP Standalone/TN(%)	Diagnostic																		Diagnostic
B.1.3.17	C-13	INP Standalone/TN(%)	Diagnostic																		Diagnostic
Reject Interval - Mechanized																					
B.1.4.1	C-8	Switch Ports/TN(%)	Diagnostic																		Diagnostic
B.1.4.2	C-8	Local Interface Transports/TN(%)	Diagnostic																		Diagnostic
B.1.4.3	C-8	Loop + Port Combinations/TN(%)	Diagnostic																		Diagnostic
B.1.4.4	C-8	Combo Other/TN(%)	Diagnostic																		Diagnostic
B.1.4.5	C-8	XDSL (ADSL, HDSL, and UCL)/TN(%)	Diagnostic																		Diagnostic
B.1.4.6	C-8	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic																		Diagnostic
B.1.4.7	C-8	Line Sharing/TN(%)	Diagnostic																		Diagnostic

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B.1.4.8	C-8	2W Analog Loop Design(TN%)	
B.1.4.9	C-8	2W Analog Loop Non-Design(TN%)	
B.1.4.10	C-8	2W Analog Loop w/LNP Design(TN%)	
B.1.4.11	C-8	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.4.12	C-14	2W Analog Loop w/LNP Design(TN%)	
B.1.4.13	C-14	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.4.14	C-8	Other Design(TN%)	
B.1.4.15	C-8	Other Non-Design(TN%)	
B.1.4.16	C-8	INP Standalone(TN%)	
B.1.4.17	C-14	LNP Standalone(TN%)	
Reject Interval - Partially Mechanized - 10 hours			
B.1.7.1	C-8	Switch Ports(TN%)	
B.1.7.2	C-8	Local Interface Transports(TN%)	
B.1.7.3	C-8	Loop + Port Combinations(TN%)	
B.1.7.4	C-8	Combo Other(TN%)	
B.1.7.5	C-8	xDSL (ADSL, HDSL and UCLV(TN%)	
B.1.7.6	C-8	SDN Loop (UDN, UDC)(TN%)	
B.1.7.7	C-8	Line Sharing(TN%)	
B.1.7.8	C-8	2W Analog Loop Design(TN%)	
B.1.7.9	C-8	2W Analog Loop Non-Design(TN%)	
B.1.7.10	C-8	2W Analog Loop w/LNP Design(TN%)	
B.1.7.11	C-8	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.7.12	C-14	2W Analog Loop w/LNP Design(TN%)	
B.1.7.13	C-14	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.7.14	C-8	Other Design(TN%)	
B.1.7.15	C-8	Other Non-Design(TN%)	
B.1.7.16	C-8	INP Standalone(TN%)	
B.1.7.17	C-14	LNP Standalone(TN%)	
Reject Interval - Non-Mechanized			
B.1.8.1	C-8	Switch Ports(TN%)	
B.1.8.2	C-8	Local Interface Transports(TN%)	
B.1.8.3	C-8	Loop + Port Combinations(TN%)	
B.1.8.4	C-8	Combo Other(TN%)	
B.1.8.5	C-8	xDSL (ADSL, HDSL and UCLV(TN%)	
B.1.8.6	C-8	SDN Loop (UDN, UDC)(TN%)	
B.1.8.7	C-8	Line Sharing(TN%)	
B.1.8.8	C-8	2W Analog Loop Design(TN%)	
B.1.8.9	C-8	2W Analog Loop Non-Design(TN%)	
B.1.8.10	C-8	2W Analog Loop w/LNP Design(TN%)	
B.1.8.11	C-8	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.8.12	C-14	2W Analog Loop w/LNP Design(TN%)	
B.1.8.13	C-14	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.8.14	C-8	Other Design(TN%)	
B.1.8.15	C-8	Other Non-Design(TN%)	
B.1.8.16	C-8	INP Standalone(TN%)	
B.1.8.17	C-14	LNP Standalone(TN%)	
FOC Timeliness - Mechanized			
B.1.9.1	C-8	Switch Ports(TN%)	
B.1.9.2	C-8	Local Interface Transports(TN%)	
B.1.9.3	C-8	Loop + Port Combinations(TN%)	
B.1.9.4	C-8	Combo Other(TN%)	
B.1.9.5	C-8	xDSL (ADSL, HDSL and UCLV(TN%)	
B.1.9.6	C-8	SDN Loop (UDN, UDC)(TN%)	
B.1.9.7	C-8	Line Sharing(TN%)	
B.1.9.8	C-8	2W Analog Loop Design(TN%)	
B.1.9.9	C-8	2W Analog Loop Non-Design(TN%)	
B.1.9.10	C-8	2W Analog Loop w/LNP Design(TN%)	
B.1.9.11	C-8	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.9.12	C-15	2W Analog Loop w/LNP Design(TN%)	
B.1.9.13	C-15	2W Analog Loop w/LNP Non-Design(TN%)	
B.1.9.14	C-8	Other Design(TN%)	
B.1.9.15	C-8	Other Non-Design(TN%)	
B.1.9.16	C-8	INP Standalone(TN%)	
B.1.9.17	C-15	LNP Standalone(TN%)	
FOC Timeliness - Partially Mechanized - 10 hours			
B.1.12.1	C-8	Switch Ports(TN%)	

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B.1.14.17.1	O-11	LNP Standalone(EDU/TN%)	>= 95%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												</
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BellSouth Monthly State Summary **Tennessee, March 2002**

BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
9.11	92						10.508			
R&B (POTS) and SB Or R&B (POTS) and SB Or Design	1,467	4.20	4.00				4.270			
Design	313						21.558			
Design	4						12.309			
Design	28						11.561			
Design	23						4.034			
R&B	23,297						5.060			
R&B	257,039	0.33	0.3465	0.33	e or improv	1	1.785	1.76546	0.3182	YES
R&B	95						10.350			
R&B	27						3.597			
R&B (POTS)	23,083						3.597			
R&B (POTS)	256,725	0.3465	0.33				3.040			
R&B (POTS)	92						10.508			
R&B (POTS)	23,083	0.33	0.35	0.33	e or improv	1	5.040	5.04054	0.7109	YES
R&B (POTS)	256,125	0.51	0.51	0.49	worse	376	1.777	0.09169	4.2851	YES
R&B (POTS)	92						10.508			
R&B (POTS)	3	0.33	0.35	0.33	e or improv	6	0.0000			YES
Digital Loop < DS1	1,828	6.39	7.58	7.22	e or improv	186	12.140	0.98407	1.9569	YES
Digital Loop < DS1	2,387						2.351			
Digital Loop < DS1	12						4.680			
Digital Loop < DS1	275	6.02	10.02	9.54	e or improv	155	46.323	4.65283	3.4286	YES
Digital Loop >= DS1	280	6.00					11.514			
Digital Loop >= DS1	28					1	4.034			

14 days	4.10	4.91	4.68	e or improv	121					YES
7 days										

11.91	106						12.140			
R&B (POTS)	0									
R&B (POTS)	22						12.802			
R&B (POTS)	0									
R&B (POTS)	0									
R&B (POTS)	0									
DS1/ DS3 - Interface	0	0.00	0	0.00	e or improv	0				YES
DS1/ DS3 - Interface	0	0.00	0	0.00	e or improv	0				YES
DS1/ DS3 - Interface	7	0.00	0	0.00	e or improv	0	0.000			YES
DS1/ DS3 - Interface	0									
DS1/ DS3 - Interface	0									
R&B	106	3.30	0.00	0.00	worse	1	12.140	12.19721	0.7307	YES
R&B	0	0.00	0.00	0.00	e or improv	0				YES
R&B	22	0.00	0.00	0.00	e or improv	0	12.802			YES
R&B	1	0.00	0.00	0.00	e or improv	0	0.000			YES
R&B	0	0.00	0.00	0.00	e or improv	0				YES
R&B	0	3.00	0.00	0.00	worse	2				NO
R&B&D - Disp	117	0.00	0.00	0.00	e or improv	0	34.854			YES
R&B&D - Disp	0	0.00	0.00	0.00	e or improv	0				YES
R&B&D - Disp	22	0.00	0.00	0.00	e or improv	0	12.602			YES
R&B&D - Disp	1	7.00	0.00	0.00	e or improv	0	0.000			YES
R&B&D - Disp	0									
R&B&D - Disp	0									
R&B&D - Disp	18	0.00	0.00	0.00	e or improv	0	9.865			YES
ADSL to Retail	0	0.00	0.00	0.00	e or improv	0				YES
ADSL to Retail	0	0.00	0.00	0.00	e or improv	0				YES
ADSL to Retail	0									
ADSL to Retail	0									
ADSL to Retail	84,20	10	0.00	0.00	e or improv	0	92.354			YES
ISDN - BRI	0	0.00	0.00	0.00	e or improv	0				YES
ISDN - BRI	0	0.00	0.00	0.00	e or improv	0				YES
ISDN - BRI	0									
ISDN - BRI	0									
ISDN - BRI	18	0.00	0.00	0.00	e or improv	0	9.865			YES
ADSL to Retail										

14 days

7 days

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/ DS3 - Interface

DS1/ DS3 - Interface

DS1/ DS3 - Interface

DS1/ DS3 - Interface

DS1/ DS3 - Interface

R&B

R&B

R&B

R&B

R&B

R&B&D - Disp

R&B&D - Disp

R&B&D - Disp

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ADSL to Retail

ADSL to Retail

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BellSouth Monthly State Summary **Tennessee, March 2002**

	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.18.2.1	Digital Loop < DS1	0									
B.2.3.18.2.2	Digital Loop < DS1	0									
B.2.3.18.2.3	Digital Loop < DS1	0									
B.2.3.19.1.1	Digital Loop >= DS1	0	17.20	5.83	6.50	worse	5				NO
B.2.3.19.1.2	Digital Loop >= DS1	0	0.00	0.00	0.00	e or improv	0				YES
B.2.3.19.1.3	Digital Loop >= DS1	2	0.00	0.00	0.00	e or improv	0	0.707			YES
B.2.3.19.2.1	Digital Loop >= DS1	0	0.00				0				YES
B.2.3.19.2.2	Digital Loop >= DS1	0	0.00				0				YES
B.2.3.19.2.3	Digital Loop >= DS1	0	0.00				0				YES
% Jeopardies - Mechanized											
B.2.5.1	DS1 (POTS)	255,047	0.00%	0	0.00%	e or improv	1			0.45267	0.6596
B.2.5.2	DS1 (POTS) - Interface	255,218	0.00%	0	0.00%	worse	5,153			0.00039	2,3034
B.2.5.3	R&B	255,218	0.00%	0	0.00%	e or improv	4			0.11735	4,7865
B.2.5.4	R&B - Disp	255,218	0.00%	0	0.00%	e or improv	117			0.00201	4,2059
B.2.5.5	ADSL to Retail	4,056	0.00%	0	0.00%	worse	44			0.04053	-2,8494
B.2.5.6	ADSL to Retail	4,056	0.00%	0	0.00%	e or improv	6			0.13944	0.9654
B.2.5.7	R&B - Disp	255,218	0.00%	0	0.00%	worse	188			0.00544	-15,5763
B.2.5.8	R&B (POTS) and SB Or	160,702	0.00%	0	0.00%	e or improv	7			0.03595	0.2539
B.2.5.9	R&B (POTS) and SB Or	160,702	0.00%	0	0.00%	worse	207			0.00480	-2,3203
B.2.5.10	R&B - Disp	160,702	0.00%	0	0.00%	e or improv	1			0.09511	0.0960
B.2.5.11	R&B (POTS) and SB Or	160,702	0.00%	0	0.00%	e or improv	1			0.28339	0.3113
B.2.5.12	R&B (POTS) and SB Or	2,071	0.00%	0	0.00%	worse	1			0.07053	-14,1071
B.2.5.13	Design	255,047	0.00%	0	0.00%	e or improv	137			0.00601	0.8272
B.2.5.14	R&B	255,047	0.00%	0	0.00%	worse	150			0.02705	2,5178
B.2.5.15	R&B (POTS)	255,047	0.00%	0	0.00%	e or improv	170			0.02366	-20,8340
B.2.5.16	R&B (POTS)	255,047	0.00%	0	0.00%	e or improv	102				
B.2.5.17	Digital Loop < DS1	5,254	57.55%	63.91%	60.87%	e or improv					
B.2.5.18	Digital Loop >= DS1	595	57.55%	63.91%	60.87%	e or improv					
B.2.5.19	Digital Loop >= DS1	595	57.55%	63.91%	60.87%	e or improv					
% Jeopardies - Non-Mechanized											
B.2.6.1	Diagnostic		0.00%	0	0.00%		11				Diagnostic
B.2.6.2	Local Interface		6.75%	0.00%	0.00%		74				Diagnostic
B.2.6.3	Loop + Port Combinations		43.90%	31.50%	30.00%		41				Diagnostic
B.2.6.4	Combo Other		3.10%	2.35%	2.27%		129				Diagnostic
B.2.6.5	ADSL (ADSL, HDSL and UCL)		10.11%	10.29%	9.80%		28				Diagnostic
B.2.6.6	UNE (SDN/TN)		8.33%	0.00%	0.00%		24				Diagnostic
B.2.6.7	Line Sharing		12.50%	0.04775	4.55%		8				Diagnostic
B.2.6.8	2W Analog Loop Design		0.00%	0	0.00%						Diagnostic
B.2.6.9	2W Analog Loop Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.10	2W Analog Loop w/LNP Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.11	2W Analog Loop w/LNP Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.12	2W Analog Loop w/LNP Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.13	2W Analog Loop w/LNP Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.14	2W Analog Loop w/LNP Non-Design		0.00%	0	0.00%						Diagnostic
B.2.6.15	Other Design		0.00%	0	0.00%		1				Diagnostic
B.2.6.16	INP (Standalone)		0.00%	0.00%	0.00%		260				Diagnostic
B.2.6.17	INP (Standalone)		4.75%	6.77%	6.45%		148				Diagnostic
B.2.6.18	Digital Loop < DS1		35.29%	33.75%	32.14%						Diagnostic
B.2.6.19	Digital Loop >= DS1										Diagnostic
Average Jeopardy Notice Interval - Mechanized											
B.2.8.1	Switch Ports										
B.2.8.2	Local Interface										
B.2.8.3	Loop + Port Combinations		100.51	205.20	216.00	worse	13				YES
B.2.8.4	Combo Other		218.42	216.6	228.00	worse	2				YES
B.2.8.5	ADSL (ADSL, HDSL and UCL)		351.88				8				YES
B.2.8.6	UNE (SDN/TN)		187.18	155.42	205.71	worse	16				YES
B.2.8.7	Line Sharing										
B.2.8.8	2W Analog Loop Design										
B.2.8.9	2W Analog Loop Non-Design										
B.2.8.10	2W Analog Loop w/LNP Non-Design										
B.2.8.11	2W Analog Loop w/LNP Non-Design										
B.2.8.12	2W Analog Loop w/LNP Non-Design		388.29	136.80	144.00	e or improv	4				YES
B.2.8.13	2W Analog Loop w/LNP Non-Design										
B.2.8.14	Other Design										
B.2.8.15	INP (Standalone)		75.67				1				YES
B.2.8.16	INP (Standalone)										

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	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.17	P-2	LNP (Standard)/TN(hours)									
B.2.8.18	P-2	Digital Loop < DS1/TN(hours)	351.88				8				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)	189.97	184.02	193.71	worse	98				YES
Average Jeopardy Notice Interval - Non-Mechanized											
B.2.9.1	P-2	Switch Ports/TN(hours)									Diagnostic
B.2.9.2	P-2	Local Interface Transports/TN(hours)									Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN(hours)									Diagnostic
B.2.9.4	P-2	Combo Other/TN(hours)	156.58				5				Diagnostic
B.2.9.5	P-2	XDSL (ADSL, HDSL and UCL)/TN(hours)	335.50	353.30	363.00		16				Diagnostic
B.2.9.6	P-2	UNE (ISDN)/TN(hours)	184.00	182.4	192.00		4				Diagnostic
B.2.9.7	P-2	Line Sharing/TN(hours)	241.28	250.30	264.00		3				Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)									Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)	288.00				2				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/NP Design/TN(hours)	322.00	91.2	96.00		1				Diagnostic
B.2.9.11	P-2	2W Analog Loop w/NP Non-Design/TN(hours)									Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)									Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)	205.2		216.00						Diagnostic
B.2.9.14	P-2	Other Design/TN(hours)									Diagnostic
B.2.9.15	P-2	Other Non-Design/TN(hours)									Diagnostic
B.2.9.16	P-2	LNP (Standard)/TN(hours)									Diagnostic
B.2.9.17	P-2	LNP (Standard)/TN(hours)	208.55	239.40	252.00		7				Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN(hours)	192.72	198.86	209.33		36				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)									
% Jeopardy Notice >= 48 hours - Mechanized											
B.2.10.1	P-2	Switch Ports/TN(%)									
B.2.10.2	P-2	Local Interface Transports/TN(%)									
B.2.10.3	P-2	Loop + Port Combinations/TN(%)	100.00%	95.00%	100.00%	e or improv	13				YES
B.2.10.4	P-2	Combo Other/TN(%)	100.00%	0.95	100.00%	e or improv	2				YES
B.2.10.5	P-2	XDSL (ADSL, HDSL and UCL)/TN(%)									
B.2.10.6	P-2	UNE (ISDN)/TN(%)	100.00%				8				YES
B.2.10.7	P-2	Line Sharing/TN(%)									
B.2.10.8	P-2	2W Analog Loop Design/TN(%)	93.75%	95.00%	100.00%	worse	16				NO
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)									
B.2.10.10	P-2	2W Analog Loop w/NP Design/TN(%)									
B.2.10.11	P-2	2W Analog Loop w/NP Non-Design/TN(%)									
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)									
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	100.00%	95.00%	100.00%	e or improv	4				YES
B.2.10.14	P-2	Other Design/TN(%)									
B.2.10.15	P-2	Other Non-Design/TN(%)	100.00%				1				YES
B.2.10.16	P-2	LNP (Standard)/TN(%)									
B.2.10.17	P-2	LNP (Standard)/TN(%)	100.00%								
B.2.10.18	P-2	Digital Loop < DS1/TN(%)	100.00%				8				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)	100.00%	95.00%	100.00%	e or improv	98				YES
% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.1	P-2	Switch Ports/TN(%)									Diagnostic
B.2.11.2	P-2	Local Interface Transports/TN(%)									Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN(%)	100.00%				5				Diagnostic
B.2.11.4	P-2	Combo Other/TN(%)	100.00%	95.00%	100.00%		16				Diagnostic
B.2.11.5	P-2	XDSL (ADSL, HDSL and UCL)/TN(%)	100.00%	0.95	100.00%		4				Diagnostic
B.2.11.6	P-2	UNE (ISDN)/TN(%)	100.00%				3				Diagnostic
B.2.11.7	P-2	Line Sharing/TN(%)									
B.2.11.8	P-2	2W Analog Loop Design/TN(%)	100.00%				2				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN(%)	100.00%	0.95	100.00%		1				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/NP Design/TN(%)									Diagnostic
B.2.11.11	P-2	2W Analog Loop w/NP Non-Design/TN(%)									Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN(%)									Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	100.00%	0.95	100.00%						Diagnostic
B.2.11.14	P-2	Other Design/TN(%)									Diagnostic
B.2.11.15	P-2	Other Non-Design/TN(%)									Diagnostic
B.2.11.16	P-2	LNP (Standard)/TN(%)									Diagnostic
B.2.11.17	P-2	LNP (Standard)/TN(%)	100.00%	95.00%	100.00%		7				Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN(%)	97.22%	95.00%	100.00%		36				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN(%)									
Coordinated Customers Conversions											
B.2.12.1	P-7	Loops with LNP/TN(%)									YES
B.2.12.2	P-7	Loops with LNP/TN(%)	98.80%	95.00%	100.00%	worse	415				YES

% Hot Cuts > 15 minutes Early

R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or

05/28/2002
TN030203

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B.2.18.10.1.1	P-3	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1	P-3	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.11.2	P-3	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.11.3	P-3	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.11.4	P-3	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.5	P-3	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.11.6	P-3	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.12.1	P-12	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(%)
B.2.18.12.2	P-12	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.3	P-12	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(%)
B.2.18.12.4	P-12	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1	P-12	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.13.2	P-12	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.13.3	P-12	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.13.4	P-12	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.14.1	P-3	Other Design<10 circuits/Dispatch/TN(%)
B.2.18.14.2	P-3	Other Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.3	P-3	Other Design>=10 circuits/Dispatch/TN(%)
B.2.18.14.4	P-3	Other Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1	P-3	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.15.2	P-3	Other Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.3	P-3	Other Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.15.4	P-3	Other Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1	P-3	INP (Standard)<10 circuits/Dispatch/TN(%)
B.2.18.16.2	P-3	INP (Standard)<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.3	P-3	INP (Standard)>=10 circuits/Dispatch/TN(%)
B.2.18.16.4	P-3	INP (Standard)>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1	P-12	LNP (Standard)<10 circuits/Dispatch/TN(%)
B.2.18.17.2	P-12	LNP (Standard)<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.3	P-12	LNP (Standard)>=10 circuits/Dispatch/TN(%)
B.2.18.17.4	P-12	LNP (Standard)>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1	P-3	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.18.18.2	P-3	Digital Loop < DS1<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.3	P-3	Digital Loop < DS1>=10 circuits/Dispatch/TN(%)
B.2.18.18.4	P-3	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(%)
B.2.18.19.1	P-3	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)
B.2.18.19.2	P-3	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.3	P-3	Digital Loop >= DS1>=10 circuits/Dispatch/TN(%)
B.2.18.19.4	P-3	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports>=10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports>=10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1	P-9	Local Interface Transport<10 circuits/Dispatch/TN(%)
B.2.19.2.2	P-9	Local Interface Transport<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1	P-9	Local Interface Transport>=10 circuits/Dispatch/TN(%)
B.2.19.3.2	P-9	Local Interface Transport>=10 circuits/Non-Dispatch/TN(%)
B.2.19.4.1	P-9	Loop + Port Combinations<10 circuits/Dispatch/TN(%)
B.2.19.4.2	P-9	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(%)
B.2.19.5.1	P-9	Loop + Port Combinations>=10 circuits/Dispatch/TN(%)
B.2.19.5.2	P-9	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1	P-9	UNE ISDN<10 circuits/Dispatch/TN(%)
B.2.19.6.2	P-9	UNE ISDN<10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January Performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
R&B - Disp	3.90%	25,770		0	0.00%					
R&B - Disp	3.90%	25,770								
R&B - Disp	4.72%	106								
R&B - Disp	4.72%	106								
R&B (POTS) excl SB Or	3.92%	25,555								
R&B (POTS) excl SB Or	3.92%	25,555								
R&B (POTS) excl SB Or	0.30%	134,577								
R&B (POTS) excl SB Or	5.39%	93								
R&B (POTS) excl SB Or	3.90%	25,770	0.45%	0.00%	worse	220		0.01311	2.6022	YES
R&B - Disp	3.90%	25,770	0.00%					0.21300	0.2215	YES
R&B - Disp	4.72%	106								
R&B - Disp	3.92%	25,555	0.175035		16.67%			0.05504	0.0552	YES
R&B (POTS) excl SB Or	0.30%	134,577	0.00%	0	0.00%	1				
R&B (POTS) excl SB Or	5.39%	93								
R&B (POTS) excl SB Or	5.24%	1,488	0.00%	0.00%	e or improv	1		0.22295	0.2351	YES
Design	1.27%	316								
Design	0.00%	4								
Design	0.00%	23								
R&B	3.90%	25,770	0.00%	0	0.00%	1		0.19369	0.2015	YES
R&B	0.15%	268,781	0.00%	0	0.00%	1		0.03933	0.0394	YES
R&B	4.72%	106								
R&B	0.00%	28								
R&B	3.92%	25,555		0	0.00%					
R&B (POTS)	0.15%	268,884								
R&B (POTS)	5.39%	93								
R&B (POTS)	0.00%	3								
R&B (POTS)	3.92%	25,555	0.00%	0.00%	e or improv	2		0.13782	0.2858	YES
R&B (POTS)	0.15%	268,964	0.26%	0.28%	e or improv	385		0.00200	-0.3284	YES
R&B (POTS)	5.39%	93		0	0.00%			0.00000		YES
R&B (POTS)	0.00%	3	0.00%	0.00%	e or improv	10		0.01323	3.5218	YES
Digital Loop < DS1	4.86%	2,532	0.00%	4.88%	4.85%	282				
Digital Loop < DS1	0.15%	2,702								
Digital Loop < DS1	0.00%	13								
Digital Loop < DS1	3.24%	278	3.91%	4.25%	4.05%	256		0.01653	-0.4953	YES
Digital Loop >= DS1	0.35%	282								
Digital Loop >= DS1	0.00%	23	0.00%			1				
Digital Loop >= DS1	0.00%	23								
R&B (POTS)	5.80%	23,354								
R&B (POTS)	3.28%	262,859								
R&B (POTS)	11.63%	86								
R&B (POTS)	0.00%	2								
DS1/DS3	3.48%	747		0	0.00%					
DS1/DS3	0.00%	2								
DS1/DS3	0.00%	2								
R&B	5.78%	23,872	5.50%	8.17%	7.78%	327		0.01294	0.1748	YES
R&B	3.22%	263,848	3.35%	3.48%	3.31%	4,387		0.00271	-0.2840	YES
R&B	3.25%	135,352	3.03%	3.12%	2.97%	2,241		0.00377	0.5268	YES
R&B	3.32%	128,514	3.68%	3.97%	3.78%	2,146		0.00390	-0.9341	YES
R&B	3.91%	111	0.00%	0.00%	0.00%	6		0.12524	0.7913	YES
R&B	4.55%	22	0.00%	0.00%	0.00%	1		0.21286	0.2134	YES
R&B	10.00%	10	0.00%	0	0.00%	1		0.31464	0.3178	YES
R&B	0.00%	12		0.00%						
R&B	5.59%	25,260	3.23%	7.00%	6.57%	31		0.04729	0.5726	YES
R&B	9.17%	120								
R&B	9.17%	120								
ADSL to Retail	10.19%	1,845	6.96%	4.44%	4.23%	115		0.02785	0.7981	YES
ADSL to Retail	25.57%	7								
ADSL to Retail	7.12%	337	3.57%	11.67%	11.11%	95		0.03711	0.9566	YES
ISDN - BRI	0.99%	503								

P-9	UNE ISDNp>=10 circuits/Dispatch/TN(%)
P-9	UNE ISDNp<10 circuits/Non-Dispatch/TN(%)
P-9	Line Sharing<10 circuits/Dispatch/TN(%)
P-9	Line Sharing<10 circuits/Non-Dispatch/TN(%)
P-9	Line Sharing<10 circuits/Dispatch/TN(%)
P-9	Line Sharing<10 circuits/Non-Dispatch/TN(%)
P-9	2W Analog Loop Design<10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(%)
P-9	2W Analog Loop Design>=10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Dispatch Int/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Dispatch Int/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Non-Dispatch Int/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch Int/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Non-Design<10 circuits/Dispatch Int/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(%)
P-9	2W Analog Loop Non-Design>=10 circuits/Dispatch Int/TN(%)
P-9	Other Design<10 circuits/Non-Dispatch/TN(%)
P-9	Other Design>=10 circuits/Dispatch/TN(%)
P-9	Other Design<10 circuits/Dispatch/TN(%)
P-9	Other Design>=10 circuits/Dispatch/TN(%)
P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
P-9	Other Non-Design>=10 circuits/Dispatch/TN(%)
P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
P-9	Other Non-Design>=10 circuits/Dispatch/TN(%)
P-9	INP (Standardone)<10 circuits/Non-Dispatch/TN(%)
P-9	INP (Standardone)<10 circuits/Non-Dispatch/TN(%)
P-9	INP (Standardone)>=10 circuits/Non-Dispatch/TN(%)
P-9	INP (Standardone)>=10 circuits/Non-Dispatch/TN(%)
P-9	INP (Standardone)<10 circuits/Dispatch/TN(%)
P-9	INP (Standardone)<10 circuits/Dispatch/TN(%)
P-9	INP (Standardone)>=10 circuits/Dispatch/TN(%)
P-9	INP (Standardone)>=10 circuits/Dispatch/TN(%)
P-9	Digital Loop < DS1<10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(%)
P-9	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(%)

[illegible][illegible]

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B.2.21.3.2.1	P-5	Loop * Port Combinations>=10 circuits/Dispatch/TN(hours)
B.2.21.3.2.2	P-5	Loop * Port Combinations>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.2.3	P-5	Loop * Port Combinations>=10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.2.4	P-5	Loop * Port Combinations>=10 circuits/Dispatch/TN(hours)
B.2.21.4.1.1	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.4	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.4.2.1	P-5	Combo Other>=10 circuits/Dispatch/TN(hours)
B.2.21.4.2.4	P-5	Combo Other>=10 circuits/Dispatch/TN(hours)
B.2.21.5.1.1	P-5	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.2	P-5	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(hours)
B.2.21.5.2.1	P-5	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(hours)
B.2.21.5.2.2	P-5	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.1.1	P-5	UNE ISDN<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.2	P-5	UNE ISDN<10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.2.1	P-5	UNE ISDN>=10 circuits/Dispatch/TN(hours)
B.2.21.6.2.2	P-5	UNE ISDN>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.1.1	P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.2	P-5	Line Sharing<10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.2.1	P-5	Line Sharing>=10 circuits/Dispatch/TN(hours)
B.2.21.7.2.2	P-5	Line Sharing>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design<10 circuits/Dispatch/TN(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design>=10 circuits/Dispatch/TN(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.10.1.1	P-5	2W Analog Loop W/NP Design<10 circuits/Dispatch/TN(hours)
B.2.21.10.1.2	P-5	2W Analog Loop W/NP Design<10 circuits/Non-Dispatch/TN(hours)
B.2.21.10.2.1	P-5	2W Analog Loop W/NP Design>=10 circuits/Dispatch/TN(hours)
B.2.21.10.2.2	P-5	2W Analog Loop W/NP Design>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.11.1.1	P-5	2W Analog Loop W/NP Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.4	P-5	2W Analog Loop W/NP Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.11.2.1	P-5	2W Analog Loop W/NP Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.11.2.4	P-5	2W Analog Loop W/NP Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.12.1.1	P-5	2W Analog Loop W/LNP Design<10 circuits/Dispatch/TN(hours)
B.2.21.12.1.2	P-5	2W Analog Loop W/LNP Design<10 circuits/Non-Dispatch/TN(hours)
B.2.21.12.2.1	P-5	2W Analog Loop W/LNP Design>=10 circuits/Dispatch/TN(hours)
B.2.21.12.2.2	P-5	2W Analog Loop W/LNP Design>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.13.1.1	P-5	2W Analog Loop W/LNP Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.13.1.4	P-5	2W Analog Loop W/LNP Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.13.2.1	P-5	2W Analog Loop W/LNP Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.13.2.4	P-5	2W Analog Loop W/LNP Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.14.1.1	P-5	Other Design<10 circuits/Dispatch/TN(hours)
B.2.21.14.1.2	P-5	Other Design<10 circuits/Non-Dispatch/TN(hours)
B.2.21.14.2.1	P-5	Other Design>=10 circuits/Dispatch/TN(hours)
B.2.21.14.2.2	P-5	Other Design>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.1.1	P-5	Other Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.15.1.2	P-5	Other Non-Design<10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.2.1	P-5	Other Non-Design>=10 circuits/Dispatch/TN(hours)
B.2.21.15.2.2	P-5	Other Non-Design>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.1.1	P-5	NP (Standard)<10 circuits/Dispatch/TN(hours)
B.2.21.16.1.2	P-5	NP (Standard)<10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.2.1	P-5	NP (Standard)>=10 circuits/Dispatch/TN(hours)
B.2.21.16.2.2	P-5	NP (Standard)>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.1.1	P-5	LNP (Standard)<10 circuits/Dispatch/TN(hours)
B.2.21.17.1.2	P-5	LNP (Standard)<10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.2.1	P-5	LNP (Standard)>=10 circuits/Dispatch/TN(hours)
B.2.21.17.2.2	P-5	LNP (Standard)>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1<10 circuits/Dispatch/TN(hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1<10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1>=10 circuits/Dispatch/TN(hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1<10 circuits/Dispatch/TN(hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1>=10 circuits/Dispatch/TN(hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	2.75	106	0.02	0.021	0.02	e or improv	3	10.601	6.20622	0.4396	YES
	0.62	27						0.283			
	0.65	13						0.241			
	0.59	14						0.325			
	4.35	27,178	0.02				2	51.883	36.68848	0.1160	YES
	2.65	110						10.331			
	5.87	1,919	0.37				95	19.463	2.04566	2.6883	YES
	0.79	2,115						5.456			
	34.58	10						33.224			
	10.56	377	1.59	0.03	0.03	worse	40	53.838	8.96942	0.9999	YES
	1.10	481						4.073			
	0.02	3						0.000			
R&B	5.87	1,919	0.02		0.51	worse	2	19.463	13.76940	0.4251	YES
	0.79	2,115	0.67	0.5355	0.51	worse	1	5.456	5.43700	0.0228	YES
	34.58	10						33.224			
	1.38	25,742	2.54	0.06	0.06	worse	164	14.034	1.09934	-1.0550	YES
	1.38	25,742						9.288			
	2.75	106	0.02	0.021	0.02	e or improv	2	10.601	7.56609	0.3607	YES
	2.75	106						0.283			
	1.31	25,529	0.02	0.021	0.02	e or improv	7	13.252	5.00954	0.2571	YES
	0.92	134,441						8.288			
	3.11	93						11.269			
	1.38	25,742						14.034			
	1.38	25,742						9.288			
R&B	2.75	106	0.22	1.05	1.00	worse	205	14.034	0.98405	0.2730	YES
	2.75	106					1	10.601	10.65042	0.2375	YES
	2.75	106						0.283			
	1.31	25,529						13.252			
	0.92	134,441						8.288			
	3.11	93						11.269			
	1.38	25,742	1.11	1.05	1.00	worse					
	R&B - Disp										
	R&B - Disp										
	R&B - Disp										
	R&B - Disp										
	R&B - Disp										
R&B	1.38	25,742									
	2.75	106									
	1.31	25,529									
	0.92	134,441									
	3.11	93									
	1.38	25,742									
	2.75	106									
	1.31	25,529									
	0.92	134,441									
	3.11	93									
	1.38	25,742									
	2.75	106									
R&B	1.38	25,742	1.11	1.05	1.00	worse					
	2.75	106	0.22				1	10.601	10.65042	0.2375	YES
	2.75	106						0.283			
	1.31	25,529						13.252			
	0.92	134,441						8.288			
	3.11	93						11.269			
	1.38	25,742									
	R&B (POTS) exci SB Or										
	R&B (POTS) exci SB Or										
	R&B (POTS) exci SB Or										
	R&B (POTS) exci SB Or										
	R&B (POTS) exci SB Or										
Design	57.66	1,436	0.02	0.021	0.02	e or improv	1	200.304	200.37372	0.2877	YES
	4.09	313						29.975			
	0.02	4						0.000			
	6.30	29						24.302			
	1.38	25,742						14.034			
	1.00	269,276						9.288			
	2.75	106						10.601			
	0.62	27						0.283			
	1.31	25,529						13.252			
	1.00	268,360						9.170			
	3.11	93						11.269			
	0.55	3						0.200			
R&B	1.31	25,528						13.252			
	1.00	268,360	1.37	0.68	0.65	worse	121	9.170	0.83383	-0.4440	YES
	3.11	93						11.269			
	0.55	3						0.200	0.18257	0.4658	YES
	9.72	2,516	0.47	0.28	0.27	worse	2	101.054	9.22532	0.8685	YES
	0.66	2,701	0.78	0.03	0.03	worse	126	10.286			
	26.60	13						32.041			
	Digital Loop < DS1										
	Digital Loop >= DS1										
	Digital Loop < DS1										
	Digital Loop >= DS1										
	Digital Loop	76.50	265	1.11	2.07	1.97	e or improv	156	792.470	79.97208	0.9427
4.69		281						30.758			
6.30		29						24.302			
Digital Loop >= DS1											

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Average Completion Notice Interval - Non-Mechanized		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.1.2	P-5 Switch Ports>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.1.2.2	P-5 Switch Ports>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.2.1	P-5 Local Interface Transport<10 circuits/Dispatch/TN(hours)	Diagnostic			17.56	42,294	40.28		11				Diagnostic
B.2.22.2.1.2	P-5 Local Interface Transport<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.2.2	P-5 Local Interface Transport>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.2.2.2	P-5 Local Interface Transport>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.3.1	P-5 Loop * Port Combinations<10 circuits/Dispatch/TN(hours)	Diagnostic			21.96	27,94	26.61		23				Diagnostic
B.2.22.3.1.2	P-5 Loop * Port Combinations<10 circuits/Dispatch/TN(hours)	Diagnostic			15.54	21.92	20.88		59				Diagnostic
B.2.22.3.2	P-5 Loop * Port Combinations<10 circuits/Dispatch/TN(hours)	Diagnostic			15.17	18.60	17.71		27				Diagnostic
B.2.22.3.2.1	P-5 Loop * Port Combinations<10 circuits/Dispatch/TN(hours)	Diagnostic			18.54	27.22	25.82		32				Diagnostic
B.2.22.3.2.2	P-5 Loop * Port Combinations<10 circuits/Dispatch/TN(hours)	Diagnostic			0.02				2				Diagnostic
B.2.22.3.2.3	P-5 Loop * Port Combinations>=10 circuits/Dispatch/TN(hours)	Diagnostic			16.00	14.70	14.00		1				Diagnostic
B.2.22.3.2.4	P-5 Loop * Port Combinations>=10 circuits/Dispatch/TN(hours)	Diagnostic			16.00	14.7	14.00		1				Diagnostic
B.2.22.4.1	P-5 Combo Other<10 circuits/Dispatch/TN(hours)	Diagnostic			21.26	25.94	24.70		45				Diagnostic
B.2.22.4.1.1	P-5 Combo Other<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.4.2	P-5 Combo Other>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.4.2.1	P-5 Combo Other>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.5.1	P-5 XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(hours)	Diagnostic			22.31	38.03	36.22		141				Diagnostic
B.2.22.5.1.2	P-5 XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.5.2	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/Dispatch/TN(hours)	Diagnostic			26.07	35.40	33.71		27				Diagnostic
B.2.22.6.1	P-5 UNE ISDN<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.6.1.2	P-5 UNE ISDN<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.6.2	P-5 UNE ISDN>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.6.2.1	P-5 UNE ISDN>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.7.1	P-5 Line Sharing<10 circuits/Dispatch/TN(hours)	Diagnostic				17.64	16.80						Diagnostic
B.2.22.7.1.2	P-5 Line Sharing<10 circuits/Dispatch/TN(hours)	Diagnostic			0.58	19.299	18.38		3				Diagnostic
B.2.22.7.2	P-5 Line Sharing>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.8.1	P-5 2W Analog Loop Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.8.1.1	P-5 2W Analog Loop Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.8.1.2	P-5 2W Analog Loop Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.8.2	P-5 2W Analog Loop Design>=10 circuits/Dispatch/TN(hours)	Diagnostic			20.84	34.06	32.44		23				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/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.9.1	P-5 2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic			19.48	33.4005	31.81		8				Diagnostic
B.2.22.9.1.1	P-5 2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.9.2	P-5 2W Analog Loop Non-Design>=10 circuits/Dispatch/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.2.22.10.1	P-5 2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.10.1.2	P-5 2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.10.2	P-5 2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.11	P-5 2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.11.1	P-5 2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.11.1.1	P-5 2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.11.2	P-5 2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.12.1	P-5 2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(hours)	Diagnostic			21.70	30.54	29.09		15				Diagnostic
B.2.22.12.1.1	P-5 2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.12.2	P-5 2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.12.2.1	P-5 2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.13.1	P-5 2W Analog Loop w/LNP Non-Design<10 circuits/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											Diagnostic
B.2.22.13.2	P-5 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic			15.72	28.098	26.76		1				Diagnostic
B.2.22.13.2.1	P-5 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.14.1	P-5 Other Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.14.1.1	P-5 Other Design<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.14.2	P-5 Other Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.14.2.1	P-5 Other Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.15.1	P-5 Other Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic			14.98	45.612	43.44		1				Diagnostic
B.2.22.15.1.1	P-5 Other Non-Design<10 circuits/Dispatch/TN(hours)	Diagnostic			0.02	20.6685	19.97		1				Diagnostic
B.2.22.15.2	P-5 Other Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.15.2.1	P-5 Other Non-Design>=10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.16.1	P-5 NP (Standard)<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.16.1.1	P-5 NP (Standard)<10 circuits/Dispatch/TN(hours)	Diagnostic											Diagnostic
B.2.22.16.1.2	P-5 NP (Standard)<10 circuits/Dispatch/TN(hours)	Diagnostic				0.021	0.02						Diagnostic

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P-5	INP (Standalone) >= 10 circuits/Dispatch T(N) (hours)
P-5	INP (Standalone) >= 10 circuits/Non-Dispatch T(N) (hours)
P-3	INP (Standalone) < 10 circuits/Dispatch T(N) (hours)
P-5	INP (Standalone) < 10 circuits/Non-Dispatch T(N) (hours)
P-5	INP (Standalone) >= 10 circuits/Dispatch T(N) (hours)
P-5	INP (Standalone) >= 10 circuits/Non-Dispatch T(N) (hours)
P-5	Digital Loop < DS1 < 10 circuits/Dispatch T(N) (hours)
P-5	Digital Loop < DS1 < 10 circuits/Non-Dispatch T(N) (hours)
P-5	Digital Loop < DS1 >= 10 circuits/Dispatch T(N) (hours)
P-5	Digital Loop < DS1 >= 10 circuits/Non-Dispatch T(N) (hours)
P-5	Digital Loop >= DS1 < 10 circuits/Dispatch T(N) (hours)
P-5	Digital Loop >= DS1 < 10 circuits/Non-Dispatch T(N) (hours)
P-5	Digital Loop >= DS1 >= 10 circuits/Dispatch T(N) (hours)
P-5	Digital Loop >= DS1 >= 10 circuits/Non-Dispatch T(N) (hours)

Total Service Order Cycle Time - Mechanized	
P-10	Switch Ports<10 circuits/Dispatch TN(days)
P-10	Switch Ports<10 circuits/Non-Dispatch TN(days)
P-10	Switch Ports>=10 circuits/Dispatch TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch TN(days)
P-10	Local Interface Transport<10 circuits/Dispatch TN(days)
P-10	Local Interface Transport<10 circuits/Non-Dispatch TN(days)
P-10	Local Interface Transport>=10 circuits/Dispatch TN(days)
P-10	Local Interface Transport>=10 circuits/Non-Dispatch TN(days)
P-10	Loop - Port Combinations<10 circuits/Dispatch TN(days)
P-10	Loop - Port Combinations<10 circuits/Non-Dispatch TN(days)
P-10	Loop - Port Combinations>=10 circuits/Dispatch TN(days)
P-10	Loop - Port Combinations>=10 circuits/Non-Dispatch TN(days)
P-10	Combo Other<10 circuits/Dispatch TN(days)
P-10	Combo Other<10 circuits/Non-Dispatch TN(days)
P-10	Combo Other>=10 circuits/Dispatch TN(days)
P-10	Combo Other>=10 circuits/Non-Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)=10 circuits/Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)=10 circuits/Non-Dispatch TN(days)
P-10	UNE ISDN<10 circuits/Dispatch TN(days)
P-10	UNE ISDN<10 circuits/Non-Dispatch TN(days)
P-10	UNE ISDN>=10 circuits/Dispatch TN(days)
P-10	UNE ISDN>=10 circuits/Non-Dispatch TN(days)
P-10	UNE Shaming<10 circuits/Dispatch TN(days)
P-10	UNE Shaming<10 circuits/Non-Dispatch TN(days)
P-10	UNE Shaming>=10 circuits/Dispatch TN(days)
P-10	UNE Shaming>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Design<10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Design<10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Design>=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Non-Design<10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch TN(days)
P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch TN(days)
P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch TN(days)
P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch TN(days)
P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch TN(days)
P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch TN(days)
P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch TN(days)
P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch TN(days)
P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch TN(days)
P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch TN(days)
P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch TN(days)

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P-0	Other Design<=10 circuits/Dispatch T(N(days)
P-10	Other Design>10 circuits/Non-Dispatch T(N(days)
P-12	Other Design>10 circuits/Dispatch T(N(days)
P-14	Other Design>10 circuits/Non-Dispatch T(N(days)
P-16	Other Design>10 circuits/Dispatch T(N(days)
P-18	Other Non-Design<10 circuits/Non-Dispatch T(N(days)
P-20	Other Non-Design<10 circuits/Dispatch T(N(days)
P-22	Other Non-Design>=10 circuits/Non-Dispatch T(N(days)
P-24	Other Non-Design>=10 circuits/Dispatch T(N(days)
P-26	INP (Standalone)<10 circuits/Non-Dispatch T(N(days)
P-28	INP (Standalone)<10 circuits/Dispatch T(N(days)
P-30	INP (Standalone)>=10 circuits/Non-Dispatch T(N(days)
P-32	INP (Standalone)>=10 circuits/Dispatch T(N(days)
P-34	INP (Standalone)<10 circuits/Non-Dispatch T(N(days)
P-36	INP (Standalone)<10 circuits/Dispatch T(N(days)
P-38	INP (Standalone)>=10 circuits/Non-Dispatch T(N(days)
P-40	INP (Standalone)>=10 circuits/Dispatch T(N(days)
P-42	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-44	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-46	Digital Loop < DS17>=10 circuits/Non-Dispatch T(N(days)
P-48	Digital Loop < DS17>=10 circuits/Dispatch T(N(days)
P-50	Digital Loop >= DS17<10 circuits/Non-Dispatch T(N(days)
P-52	Digital Loop >= DS17<10 circuits/Dispatch T(N(days)
P-54	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-56	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-58	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-60	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-62	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-64	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-66	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-68	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-70	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-72	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-74	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-76	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-78	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-80	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-82	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-84	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-86	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-88	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-90	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-92	Digital Loop < DS17<10 circuits/Dispatch T(N(days)
P-94	Digital Loop >= DS17>=10 circuits/Non-Dispatch T(N(days)
P-96	Digital Loop >= DS17>=10 circuits/Dispatch T(N(days)
P-98	Digital Loop < DS17<10 circuits/Non-Dispatch T(N(days)
P-100	Digital Loop < DS17<10 circuits/Dispatch T(N(days)

Total Service Order Cycle Time - Partially Mechanized	
P-10	Switch Ports<=10 circuits/Dispatch/TN(days)
P-10	Switch Ports<=10 circuits/Non-Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport<=10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport<=10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations<=10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations<=10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
P-10	Combo Other<=10 circuits/Dispatch/TN(days)
P-10	Combo Other<=10 circuits/Non-Dispatch/TN(days)
P-10	Combo Other>=10 circuits/Dispatch/TN(days)
P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
P-10	XDSL (ASL, HDL, and UCL)<=10 circuits/Dispatch/TN(days)
P-10	XDSL (ASL, HDL, and UCL)>=10 circuits/Non-Dispatch/TN(days)
P-10	XDSL (ASL, HDL, and UCL)>=10 circuits/Dispatch/TN(days)
P-10	XDSL (ASL, HDL, and UCL)>=10 circuits/Non-Dispatch/TN(days)
P-10	UNE ISDN<=10 circuits/Dispatch/TN(days)
P-10	UNE ISDN<=10 circuits/Non-Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
P-10	Line Sharing<=10 circuits/Dispatch/TN(days)
P-10	Line Sharing<=10 circuits/Non-Dispatch/TN(days)
P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop Design<=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop Design<=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop Non-Design<=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop Non-Design<=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop withNP Design<=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop withNP Design<=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop withNP Design>=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop withNP Design>=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop withNP Non-Design<=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop withNP Non-Design<=10 circuits/Non-Dispatch/TN(days)
P-10	2W Analog Loop withNP Non-Design>=10 circuits/Dispatch/TN(days)
P-10	2W Analog Loop withNP Non-Design>=10 circuits/Non-Dispatch/TN(days)

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P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.11,2.1
P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.11,2.2
P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch T(Ndays)	8.2,25.12.1,1
P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch T(Ndays)	8.2,25.12.1,2
P-14	2W Analog Loop w/INP Design>=10 circuits/Dispatch T(Ndays)	8.2,25.12.2,1
P-14	2W Analog Loop w/INP Design>=10 circuits/Dispatch T(Ndays)	8.2,25.12.2,2
P-14	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch T(Ndays)	8.2,25.13.1,1
P-14	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch T(Ndays)	8.2,25.13.1,2
P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.13.2,1
P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.13.2,2
P-10	Other Design<10 circuits/Dispatch T(Ndays)	8.2,25.14.1,1
P-10	Other Design<10 circuits/Dispatch T(Ndays)	8.2,25.14.1,2
P-10	Other Design>=10 circuits/Dispatch T(Ndays)	8.2,25.14.2,1
P-10	Other Design>=10 circuits/Dispatch T(Ndays)	8.2,25.14.2,2
P-10	Other Non-Design<10 circuits/Dispatch T(Ndays)	8.2,25.15.1,1
P-10	Other Non-Design<10 circuits/Dispatch T(Ndays)	8.2,25.15.1,2
P-10	Other Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.15.2,1
P-10	Other Non-Design>=10 circuits/Dispatch T(Ndays)	8.2,25.15.2,2
P-10	INP (Standard)<10 circuits/Dispatch T(Ndays)	8.2,25.16.1,1
P-10	INP (Standard)<10 circuits/Dispatch T(Ndays)	8.2,25.16.1,2
P-10	INP (Standard)>=10 circuits/Dispatch T(Ndays)	8.2,25.16.2,1
P-10	INP (Standard)>=10 circuits/Dispatch T(Ndays)	8.2,25.16.2,2
P-14	INP (Standard)<10 circuits/Dispatch T(Ndays)	8.2,25.17.1,1
P-14	INP (Standard)<10 circuits/Dispatch T(Ndays)	8.2,25.17.1,2
P-14	INP (Standard)>=10 circuits/Dispatch T(Ndays)	8.2,25.17.2,1
P-14	INP (Standard)>=10 circuits/Dispatch T(Ndays)	8.2,25.17.2,2
P-10	Digital Loop < DS1<10 circuits/Dispatch T(Ndays)	8.2,25.18.1,1
P-10	Digital Loop < DS1<10 circuits/Dispatch T(Ndays)	8.2,25.18.1,2
P-10	Digital Loop < DS1>=10 circuits/Dispatch T(Ndays)	8.2,25.18.2,1
P-10	Digital Loop < DS1>=10 circuits/Dispatch T(Ndays)	8.2,25.18.2,2
P-10	Digital Loop >= DS1<10 circuits/Dispatch T(Ndays)	8.2,25.19.1,1
P-10	Digital Loop >= DS1<10 circuits/Dispatch T(Ndays)	8.2,25.19.1,2
P-10	Digital Loop >= DS1>=10 circuits/Dispatch T(Ndays)	8.2,25.19.2,1
P-10	Digital Loop >= DS1>=10 circuits/Dispatch T(Ndays)	8.2,25.19.2,2

Total Service Order Cycle Time - Non-Mechanized	
P-10	Switch Ports<=10 circuits/Dispatch TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch TN(days)
P-10	Switch Ports>=10 circuits/Dispatch TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch TN(days)
P-10	Local Interface Transport<=10 circuits/Dispatch TN(days)
P-10	Local Interface Transport<=10 circuits/Non-Dispatch TN(days)
P-10	Local Interface Transport>=10 circuits/Dispatch TN(days)
P-10	Local Interface Transport>=10 circuits/Non-Dispatch TN(days)
P-10	Loop + Port Combinations<=10 circuits/Dispatch TN(days)
P-10	Loop + Port Combinations<=10 circuits/Non-Dispatch TN(days)
P-10	Loop + Port Combinations>=10 circuits/Dispatch TN(days)
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch TN(days)
P-10	Combo Other<=10 circuits/Dispatch TN(days)
P-10	Combo Other>=10 circuits/Non-Dispatch TN(days)
P-10	Combo Other>=10 circuits/Dispatch TN(days)
P-10	Combo Other>=10 circuits/Non-Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)<=10 circuits/Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch TN(days)
P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch TN(days)
P-10	ISDN<=10 circuits/Dispatch TN(days)
P-10	ISDN>=10 circuits/Non-Dispatch TN(days)
P-10	ISDN>=10 circuits/Dispatch TN(days)
P-10	ISDN>=10 circuits/Non-Dispatch TN(days)
P-10	Line Shaping<=10 circuits/Dispatch TN(days)
P-10	Line Shaping>=10 circuits/Non-Dispatch TN(days)
P-10	Line Shaping>=10 circuits/Dispatch TN(days)
P-10	Line Shaping>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Design<=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch TN(days)
P-10	2W Analog Loop Design>=10 circuits/Dispatch TN(days)
P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch TN(days)

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P-10	2W Analog Loop Non-Design<=10 circuits/Dispatch/TN(days)	B.2.26.9.1.1
P-10	2W Analog Loop Non-Design<=10 circuits/Dispatch/TN(days)	B.2.26.9.1.2
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)	B.2.26.9.2.1
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)	B.2.26.9.2.2
P-10	2W Analog Loop with NP Design<=10 circuits/Non-Dispatch/TN(days)	B.2.26.10.1.1
P-10	2W Analog Loop with NP Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.10.1.2
P-10	2W Analog Loop with NP Design>=10 circuits/Dispatch/TN(days)	B.2.26.10.2.1
P-10	2W Analog Loop with NP Design>=10 circuits/Dispatch/TN(days)	B.2.26.10.2.2
P-10	2W Analog Loop with NP Non-Design<=10 circuits/Dispatch/TN(days)	B.2.26.11.1.1
P-10	2W Analog Loop with NP Non-Design>=10 circuits/Dispatch/TN(days)	B.2.26.11.1.2
P-10	2W Analog Loop with NP Non-Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.11.2.1
P-10	2W Analog Loop with NP Non-Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.11.2.2
P-14	2W Analog Loop with NP Design<=10 circuits/Non-Dispatch/TN(days)	B.2.26.12.1.1
P-14	2W Analog Loop with NP Design>=10 circuits/Dispatch/TN(days)	B.2.26.12.1.2
P-14	2W Analog Loop with NP Non-Design<=10 circuits/Non-Dispatch/TN(days)	B.2.26.12.2.1
P-14	2W Analog Loop with NP Non-Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.13.2.1
P-14	2W Analog Loop with NP Non-Design>=10 circuits/Dispatch/TN(days)	B.2.26.13.2.2
P-10	Other Design<=10 circuits/Non-Dispatch/TN(days)	B.2.26.14.1.1
P-10	Other Design>=10 circuits/Dispatch/TN(days)	B.2.26.14.1.2
P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.14.2.1
P-10	Other Non-Design<=10 circuits/Dispatch/TN(days)	B.2.26.15.1.1
P-10	Other Non-Design<=10 circuits/Non-Dispatch/TN(days)	B.2.26.15.1.2
P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)	B.2.26.15.2.1
P-10	Other Non-Design>=10 circuits/Non-Dispatch/TN(days)	B.2.26.15.2.2
P-10	NP (Standardone)<=10 circuits/Dispatch/TN(days)	B.2.26.16.1.1
P-10	NP (Standardone)<=10 circuits/Non-Dispatch/TN(days)	B.2.26.16.1.2
P-10	NP (Standardone)>=10 circuits/Dispatch/TN(days)	B.2.26.16.2.1
P-14	NP (Standardone)>=10 circuits/Non-Dispatch/TN(days)	B.2.26.17.1.1
P-14	NP (Standardone)>=10 circuits/Dispatch/TN(days)	B.2.26.17.1.2
P-10	Digital Loop < DS1<=10 circuits/Non-Dispatch/TN(days)	B.2.26.18.1.1
P-10	Digital Loop < DS1>=10 circuits/Dispatch/TN(days)	B.2.26.18.1.2
P-10	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(days)	B.2.26.18.2.1
P-10	Digital Loop < DS1>=10 circuits/Dispatch/TN(days)	B.2.26.19.1.1
P-10	Digital Loop >= DS1<=10 circuits/Non-Dispatch/TN(days)	B.2.26.19.1.2
P-10	Digital Loop >= DS1>=10 circuits/Dispatch/TN(days)	B.2.26.19.2.1
P-10	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(days)	B.2.26.19.2.2
Total Service Order Cycle Time (offered) - Mechanized		
P-10	Switch Ports<=10 circuits/Dispatch/TN(days)	B.2.26.1.1.1
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)	B.2.26.1.1.2
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)	B.2.26.1.2.1
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)	B.2.26.1.2.2
P-10	Local Interoffice Transport<=10 circuits/Dispatch/TN(days)	B.2.26.2.1.1
P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)	B.2.26.2.1.2
P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)	B.2.26.2.2.1
P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)	B.2.26.2.2.2
P-10	Loop + Port Combinations<=10 circuits/Dispatch/TN(days)	B.2.26.3.1.1
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)	B.2.26.3.1.2
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	B.2.26.3.2.1
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)	B.2.26.3.2.2
P-10	Combo Other<=10 circuits/Dispatch/TN(days)	B.2.26.4.1.1
P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)	B.2.26.4.1.2
P-10	Combo Other>=10 circuits/Dispatch/TN(days)	B.2.26.4.2.1
P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)	B.2.26.4.2.2
P-10	XDSL (ADSL, HDSL and UCLV)<=10 circuits/Dispatch/TN(days)	B.2.26.5.1.1
P-10	XDSL (ADSL, HDSL and UCLV)<=10 circuits/Non-Dispatch/TN(days)	B.2.26.5.1.2
P-10	XDSL (ADSL, HDSL and UCLV)>=10 circuits/Dispatch/TN(days)	B.2.26.5.2.1
P-10	XDSL (ADSL, HDSL and UCLV)>=10 circuits/Non-Dispatch/TN(days)	B.2.26.5.2.2
P-10	UNE ISDN/V<=10 circuits/Dispatch/TN(days)	B.2.26.6.1.1
P-10	UNE ISDN/V<=10 circuits/Non-Dispatch/TN(days)	B.2.26.6.1.2

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B.2.26.6.2.1	P-10	UNE (SDN) ≥ 10 circuits/Dispatch/TN(days)
B.2.26.6.2.2	P-10	UNE (SDN) ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.26.7.1.1	P-10	Line String ≤ 10 circuits/Dispatch/TN(days)
B.2.26.7.1.2	P-10	Line String ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.26.7.2.1	P-10	Line String ≥ 10 circuits/Dispatch/TN(days)
B.2.26.7.2.2	P-10	Line String ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.8.1.1	P-10	2W Analog Loop Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.8.1.2	P-10	2W Analog Loop Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.8.2.1	P-10	2W Analog Loop Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.8.2.2	P-10	2W Analog Loop Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.10.1	P-10	2W Analog Loop w/LNP Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.10.2	P-10	2W Analog Loop w/LNP Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.11.1.1	P-10	2W Analog Loop w/LNP Non-Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.11.1.2	P-10	2W Analog Loop w/LNP Non-Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.11.2.1	P-10	2W Analog Loop w/LNP Non-Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.11.2.2	P-10	2W Analog Loop w/LNP Non-Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.14.1.1	P-10	Other Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.14.1.2	P-10	Other Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.14.2.1	P-10	Other Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.14.2.2	P-10	Other Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.15.1.1	P-10	Other Non-Design ≤ 10 circuits/Dispatch/TN(days)
B.2.28.15.1.2	P-10	Other Non-Design ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.15.2.1	P-10	Other Non-Design ≥ 10 circuits/Dispatch/TN(days)
B.2.28.15.2.2	P-10	Other Non-Design ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.16.1.1	P-10	INP (Standalone) ≤ 10 circuits/Dispatch/TN(days)
B.2.28.16.1.2	P-10	INP (Standalone) ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.16.2.1	P-10	INP (Standalone) ≥ 10 circuits/Dispatch/TN(days)
B.2.28.16.2.2	P-10	INP (Standalone) ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.17.1.1	P-14	LNP (Standalone) ≤ 10 circuits/Dispatch/TN(days)
B.2.28.17.1.2	P-14	LNP (Standalone) ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.17.2.1	P-14	LNP (Standalone) ≥ 10 circuits/Dispatch/TN(days)
B.2.28.17.2.2	P-14	LNP (Standalone) ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.18.1.1	P-10	Digital Loop $\leq$ DST ≤ 10 circuits/Dispatch/TN(days)
B.2.28.18.1.2	P-10	Digital Loop $\leq$ DST ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.18.2.1	P-10	Digital Loop $\geq$ DST ≥ 10 circuits/Dispatch/TN(days)
B.2.28.18.2.2	P-10	Digital Loop $\geq$ DST ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.28.19.1.1	P-10	Digital Loop $\neq$ DST ≤ 10 circuits/Dispatch/TN(days)
B.2.28.19.1.2	P-10	Digital Loop $\neq$ DST ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.28.19.2.1	P-10	Digital Loop $\neq$ DST ≥ 10 circuits/Dispatch/TN(days)
B.2.28.19.2.2	P-10	Digital Loop $\neq$ DST ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.26.1.1.1	Total Service Order Cycle Time (offered) - Partially Mechanized	
B.2.26.1.1.2	P-10	Switch Ports ≤ 10 circuits/Dispatch/TN(days)
B.2.26.1.1.2	P-10	Switch Ports ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.29.1.1.2	P-10	Switch Ports ≥ 10 circuits/Dispatch/TN(days)
B.2.29.1.2.2	P-10	Switch Ports ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.2.1.1	P-10	Local Interface Transport ≤ 10 circuits/Dispatch/TN(days)
B.2.29.2.1.2	P-10	Local Interface Transport ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.29.2.2.1	P-10	Local Interface Transport ≥ 10 circuits/Dispatch/TN(days)
B.2.29.2.2.2	P-10	Local Interface Transport ≥ 10 circuits/Non-Dispatch/TN(days)
B.2.29.3.1.1	P-10	Loop * Port Combinations ≤ 10 circuits/Dispatch/TN(days)
B.2.29.3.1.2	P-10	Loop * Port Combinations ≤ 10 circuits/Non-Dispatch/TN(days)
B.2.29.3.2.1	P-10	Loop * Port Combinations ≥ 10 circuits/Dispatch/TN(days)
B.2.29.3.2.2	P-10	Loop * Port Combinations ≥ 10 circuits/Non-Dispatch/TN(days)

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B 2.29.4.1.1	P-10	Combo Other<=10 circuits/Dispatch/T(N)(days)
B 2.29.4.1.2	P-10	Combo Other>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/T(N)(days)
B 2.29.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.5.1.1	P-10	XDSL (ADSL, HDSL and UCLV)<10 circuits/Dispatch/T(N)(days)
B 2.29.5.1.2	P-10	XDSL (ADSL, HDSL and UCLV)<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.5.2.1	P-10	XDSL (ADSL, HDSL and UCLV)>=10 circuits/Dispatch/T(N)(days)
B 2.29.5.2.2	P-10	XDSL (ADSL, HDSL and UCLV)>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.6.1.1	P-10	LINE ISDN/V<10 circuits/Dispatch/T(N)(days)
B 2.29.6.1.2	P-10	LINE ISDN/V<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.6.2.1	P-10	LINE ISDN/V>=10 circuits/Dispatch/T(N)(days)
B 2.29.6.2.2	P-10	LINE ISDN/V>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.7.1.1	P-10	LINE SHARING<10 circuits/Dispatch/T(N)(days)
B 2.29.7.1.2	P-10	LINE SHARING<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.7.2.1	P-10	LINE SHARING>=10 circuits/Dispatch/T(N)(days)
B 2.29.7.2.2	P-10	LINE SHARING>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/T(N)(days)
B 2.29.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/T(N)(days)
B 2.29.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/T(N)(days)
B 2.29.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/T(N)(days)
B 2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.12.1.1	P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch/T(N)(days)
B 2.29.12.1.2	P-14	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.12.2.1	P-14	2W Analog Loop w/INP Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.12.2.2	P-14	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.13.1.1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/T(N)(days)
B 2.29.13.1.2	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.13.2.1	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.13.2.2	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.14.1.1	P-10	Other Design<10 circuits/Dispatch/T(N)(days)
B 2.29.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.14.2.1	P-10	Other Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/T(N)(days)
B 2.29.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.15.2.1	P-10	Other Non-Design>=10 circuits/Dispatch/T(N)(days)
B 2.29.15.2.2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.16.1.1	P-10	INP (Standardone)<10 circuits/Dispatch/T(N)(days)
B 2.29.16.1.2	P-10	INP (Standardone)<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.16.2.1	P-10	INP (Standardone)>=10 circuits/Dispatch/T(N)(days)
B 2.29.16.2.2	P-10	INP (Standardone)>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.17.1.1	P-14	INP (Standardone)<10 circuits/Dispatch/T(N)(days)
B 2.29.17.1.2	P-14	INP (Standardone)<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.17.2.1	P-14	INP (Standardone)>=10 circuits/Dispatch/T(N)(days)
B 2.29.17.2.2	P-14	INP (Standardone)>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.18.1.1	P-10	Digital Loop < DST1<10 circuits/Dispatch/T(N)(days)
B 2.29.18.1.2	P-10	Digital Loop < DST1<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.18.2.1	P-10	Digital Loop < DST1>=10 circuits/Dispatch/T(N)(days)
B 2.29.18.2.2	P-10	Digital Loop < DST1>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.19.1.1	P-10	Digital Loop == DST1<10 circuits/Dispatch/T(N)(days)
B 2.29.19.1.2	P-10	Digital Loop == DST1<10 circuits/Non-Dispatch/T(N)(days)
B 2.29.19.2.1	P-10	Digital Loop == DST1>=10 circuits/Dispatch/T(N)(days)
B 2.29.19.2.2	P-10	Digital Loop == DST1>=10 circuits/Non-Dispatch/T(N)(days)
B 2.29.19.2.2	P-10	Digital Loop == DST1>=10 circuits/Non-Dispatch/T(N)(days)
Total Service Order Cycle Time (offered) - Non-Mechanized		
B 2.30.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/T(N)(days)
B 2.30.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/T(N)(days)

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BellSouth Monthly State Summary **Tennessee, March 2002**

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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
B.2.30.2.1.1	P-10 Local Interface Transport<10 circuits/Dispatch/TN(days)	Diagnostic		9.78	17.85	17.00		9				Diagnostic
B.2.30.2.1.2	P-10 Local Interface Transport<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.2.2.1	P-10 Local Interface Transport>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.2.2.2	P-10 Local Interface 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		5.75	6.56	6.25		8				Diagnostic
B.2.30.3.1.2	P-10 Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)	Diagnostic		3.39	3.59	3.42		34				Diagnostic
B.2.30.3.2.1	P-10 Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	Diagnostic		4.00	2.1	2.00		1				Diagnostic
B.2.30.3.2.2	P-10 Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)	Diagnostic		13.47	16.45	15.87		34				Diagnostic
B.2.30.4.1.1	P-10 Combo Other<10 circuits/Dispatch/TN(days)	Diagnostic										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		6.33	7.06	6.71		42				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		12.59	12.42	11.83		17				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		4.50	5.25	5.00		2				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		6.40	7.41	7.06		10				Diagnostic
B.2.30.8.1.1	P-10 2W Analog Loop Design<10 circuits/Dispatch/TN(days)	Diagnostic										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		4.00	7.35	7.00		1				Diagnostic
B.2.30.9.1.1	P-10 2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)	Diagnostic										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/NP Design<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.10.1.2	P-10 2W Analog Loop W/NP Design<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.10.2.1	P-10 2W Analog Loop W/NP Design>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.10.2.2	P-10 2W Analog Loop W/NP Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.11.1.1	P-10 2W Analog Loop W/NP Non-Design<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.11.1.2	P-10 2W Analog Loop W/NP Non-Design<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.11.2.1	P-10 2W Analog Loop W/NP Non-Design>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.11.2.2	P-10 2W Analog Loop W/NP Non-Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic		5.67	7.392	7.04		3				Diagnostic
B.2.30.12.1.1	P-14 2W Analog Loop W/LNP Design<10 circuits/Dispatch/TN(days)	Diagnostic										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		7.0875	6.75	6.75						Diagnostic
B.2.30.13.1.1	P-14 2W Analog Loop W/LNP Non-Design<10 circuits/Dispatch/TN(days)	Diagnostic		8.4	8.00	8.00						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		7.35	7.00	7.00						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		0.33	3.15	3.00		1				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 (Standardone)<10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.16.1.2	P-10 INP (Standardone)<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.16.2.1	P-10 INP (Standardone)>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.16.2.2	P-10 INP (Standardone)>=10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.17.1.1	P-14 LNP (Standardone)<10 circuits/Dispatch/TN(days)	Diagnostic		7.00	5.25	5.00		1				Diagnostic
B.2.30.17.1.2	P-14 LNP (Standardone)<10 circuits/Non-Dispatch/TN(days)	Diagnostic		1.32	1.40	1.33		239				Diagnostic
B.2.30.17.2.1	P-14 LNP (Standardone)>=10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
B.2.30.17.2.2	P-14 LNP (Standardone)>=10 circuits/Non-Dispatch/TN(days)	Diagnostic		2.75	2.1	2.00		4				Diagnostic
B.2.30.18.1.1	P-10 Digital Loop < DS1<10 circuits/Dispatch/TN(days)	Diagnostic		8.14	9.73	9.27		95				Diagnostic
B.2.30.18.1.2	P-10 Digital Loop < DS1<10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10 Digital Loop < DS1/≥10 circuits/Dispatch/TN(days)	Diagnostic										Diagnostic
P-10 Digital Loop < DS1/≥10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
P-10 Digital Loop ≥ DS1/≤10 circuits/Dispatch/TN(days)	Diagnostic		8.16	7.47	7.11		31				Diagnostic
P-10 Digital Loop ≥ DS1/≤10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Dispatch/TN(days)	Diagnostic		7.00				1				Diagnostic
P-10 Digital Loop >= DS1/≥10 circuits/Non-Dispatch/TN(days)	Diagnostic										Diagnostic
Disconnect Timeliness											
P-13 LNP/TN(%)											
>= 95% w in 15 min											
% Completions w/o Notice or < 24 hours											
P-6 Switch Ports/Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Switch Ports/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Local Interface Transport/Dispatch/TN(%)	Diagnostic		0.00%	0.475	50.00%		12				Diagnostic
P-6 Local Interface Transport/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Loop + Port Combinations/Dispatch/TN(%)	Diagnostic		2.82%	15.84%	16.67%		213				Diagnostic
P-6 Loop + Port Combinations/Non-Dispatch/TN(%)	Diagnostic		5.02%	68.69%	72.31%		3,788				Diagnostic
P-6 Combo Other/Dispatch/TN(%)	Diagnostic		0.00%	95.00%	100.00%		38				Diagnostic
P-6 Combo Other/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 XDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	Diagnostic		0.00%	87.50%	92.11%		121				Diagnostic
P-6 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 UNE (SONET)/Dispatch/TN(%)	Diagnostic		0.00%	84.73%	89.19%		58				Diagnostic
P-6 UNE (SONET)/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Line Sharing/Dispatch/TN(%)	Diagnostic		0.00%	0.95	100.00%		1				Diagnostic
P-6 Line Sharing/Non-Dispatch/TN(%)	Diagnostic		0.00%	0.95	100.00%		3				Diagnostic
P-6 2W Analog Loop Design/Dispatch/TN(%)	Diagnostic		0.00%	22.36%	23.53%		129				Diagnostic
P-6 2W Analog Loop Design/Non-Dispatch/TN(%)	Diagnostic		0.00%	0.63365	66.67%		2				Diagnostic
P-6 2W Analog Loop w/NP Design/Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 2W Analog Loop w/NP Design/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 2W Analog Loop w/NP Non-Design/Dispatch/TN(%)	Diagnostic		0.00%	87.34%	91.94%		60				Diagnostic
P-6 2W Analog Loop w/NP Non-Design/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 2W Analog Loop w/LNP Design/Dispatch/TN(%)	Diagnostic		0.7125	75.00%							Diagnostic
P-6 2W Analog Loop w/LNP Design/Non-Dispatch/TN(%)	Diagnostic		0.95	100.00%							Diagnostic
P-6 2W Analog Loop w/LNP Non-Design/Dispatch/TN(%)	Diagnostic		63.34%	66.67%							Diagnostic
P-6 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Other Design/Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Other Design/Non-Dispatch/TN(%)	Diagnostic		0.00%	0.475	50.00%		1				Diagnostic
P-6 Other Non-Design/Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Other Non-Design/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 LNP (Standalone)/Dispatch/TN(%)	Diagnostic		0.00%	0.95	100.00%		1				Diagnostic
P-6 LNP (Standalone)/Non-Dispatch/TN(%)	Diagnostic		0.00%	93.42%	98.34%		382				Diagnostic
P-6 LNP (Standalone)/Dispatch/TN(%)	Diagnostic		0.00%	86.01%	90.54%		166				Diagnostic
P-6 LNP (Standalone)/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Digital Loop < DS1/Non-Dispatch/TN(%)	Diagnostic		0.00%	56.97%	62.07%		156				Diagnostic
P-6 Digital Loop >= DS1/Dispatch/TN(%)	Diagnostic										Diagnostic
P-6 Digital Loop >= DS1/Non-Dispatch/TN(%)	Diagnostic										Diagnostic
% Cooperative Test Attempts for XDSL											
P-3 XDSL (ADSL, HDSL and UCL)/TN(%)			88.31%	95.00%	100.00%	worse	116				YES
P-3 XDSL Other/TN(%)											
Service Order Accuracy											
P-11 Design (Specials)/≤10 circuits/Dispatch/TN(%)			100.00%	85.00%	100.00%	e or improv	110				YES
P-11 Design (Specials)/≤10 circuits/Non-Dispatch/TN(%)			100.00%	85.00%	100.00%	e or improv	23				YES
P-11 Design (Specials)/≥10 circuits/Dispatch/TN(%)			100.00%	95.00%	100.00%	e or improv	110				YES
P-11 Design (Specials)/≥10 circuits/Non-Dispatch/TN(%)			98.18%	92.46%	97.33%	e or improv	110				YES
P-11 Loops Non-Design/≤10 circuits/Dispatch/TN(%)			99.09%	93.74%	98.67%	e or improv	110				YES
P-11 Loops Non-Design/≤10 circuits/Non-Dispatch/TN(%)			97.75%	93.35%	98.26%	worse	69				YES
P-11 Loops Non-Design/≥10 circuits/Dispatch/TN(%)			87.20%	94.16%	99.12%	worse	143				YES
P-11 Loops Non-Design/≥10 circuits/Non-Dispatch/TN(%)											
Unbundled Network Elements - Maintenance and Repair											
Missed Repair Appointments											
M&R-1 Switch Ports/Dispatch/TN(%)	R&B (POTS)	5.08%	45.166								
M&R-1 Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	0.84%	23.001								

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B.3.1.2.1	M&R-1	Local Interface Transport/Dispatch/TN(%)
B.3.1.2.2	M&R-1	Local Interface Transport/Dispatch/TN(%)
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN(%)
B.3.1.3.2	M&R-1	Loop + Port Combinations/Dispatch/TN(%)
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN(%)
B.3.1.4.2	M&R-1	Combo Other/Dispatch/TN(%)
B.3.1.5.1	M&R-1	ADSL (ADSL, HDSL and UCL/Dispatch/TN(%)
B.3.1.5.2	M&R-1	ADSL (ADSL, HDSL and UCL/Non-Dispatch/TN(%)
B.3.1.6.1	M&R-1	ISDN - BRI
B.3.1.6.2	M&R-1	ISDN - BRI
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN(%)
B.3.1.7.2	M&R-1	Line Sharing/Dispatch/TN(%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN(%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Dispatch/TN(%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN(%)
B.3.1.10.2	M&R-1	Other Design/Dispatch/TN(%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN(%)
B.3.1.11.2	M&R-1	Other Non-Design/Dispatch/TN(%)
B.3.1.12.1	M&R-1	LNP (Standard)/Dispatch/TN(%)
B.3.1.12.2	M&R-1	LNP (Standard)/Non-Dispatch/TN(%)

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.1.2	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.2.1	M&R-2	Local Interface Transport/Dispatch/TN(%)
B.3.2.2.2	M&R-2	Local Interface Transport/Dispatch/TN(%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Dispatch/TN(%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)
B.3.2.4.2	M&R-2	Combo Other/Dispatch/TN(%)
B.3.2.5.1	M&R-2	ADSL (ADSL, HDSL and UCL/Dispatch/TN(%)
B.3.2.5.2	M&R-2	ADSL (ADSL, HDSL and UCL/Non-Dispatch/TN(%)
B.3.2.6.1	M&R-2	ISDN - BRI
B.3.2.6.2	M&R-2	ISDN - BRI
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)
B.3.2.7.2	M&R-2	Line Sharing/Dispatch/TN(%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Dispatch/TN(%)
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)
B.3.2.10.2	M&R-2	Other Design/Dispatch/TN(%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)
B.3.2.11.2	M&R-2	Other Non-Design/Dispatch/TN(%)
B.3.2.12.1	M&R-2	LNP (Standard)/Dispatch/TN(%)
B.3.2.12.2	M&R-2	LNP (Standard)/Non-Dispatch/TN(%)

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.1.2	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.2.1	M&R-3	Local Interface Transport/Dispatch/TN(hours)
B.3.3.2.2	M&R-3	Local Interface Transport/Dispatch/TN(hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.4.2	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.5.1	M&R-3	ADSL (ADSL, HDSL and UCL/Dispatch/TN(hours)
B.3.3.5.2	M&R-3	ADSL (ADSL, HDSL and UCL/Dispatch/TN(hours)
B.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)
B.3.3.6.2	M&R-3	ISDN/Dispatch/TN(hours)
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.7.2	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)
B.3.3.8.2	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)

Benchmark/
Analog

DS1/DS3	0.00%	438	0.00%	0.00%	0.00%	e or improv	0				YES
DS1/DS3	0.00%	285	0.00%	0.00%	0.00%	e or improv	0				YES
R&B	5.09%	45,638	4.83%	3.19%	3.04%	worse	950	0.00720	0.6334		YES
R&B	0.86%	23,253	2.62%	1.33%	1.31%	worse	344	0.00500	-3.5188		NO
R&B	5.05%	46,353	0.00%	0.00%	0.00%	e or improv	10	0.06924	0.7291		YES
R&B	5.05%	46,353	0.00%	0.00%	0.00%	e or improv	7	0.08276	0.6100		YES
ADSL to Retail	45.62%	708	4.33%	15.00%	14.29%	e or improv	23	0.10553	3.9111		YES
ADSL to Retail	5.72%	1,032	0.00%	0.00%	0.00%	e or improv	17	0.05877	1.0070		YES
ISDN - BRI	12.88%	289	0.00%	8.40%	8.00%	e or improv	13	0.08117	1.5773		YES
ISDN - BRI	4.17%	288	0.00%	10.50%	10.00%	e or improv	18	0.05866	0.7354		YES
ADSL to Retail	45.62%	708	0.00%	0	0.00%	e or improv	0				YES
ADSL to Retail	5.72%	1,032	0.00%	0.116655	11.11%	e or improv	1	0.23228	0.2481		YES
R&B - Disp	5.09%	45,638	8.80%	1.89%	2.06%	worse	309	0.01254	-1.3619		YES
R&B - Disp	5.09%	45,638	0.85%	2.16%	2.08%	e or improv	117	0.02034	2.0910		YES
R&B (POTS) excl SB FT	5.01%	45,028	0.00%	0.00%	0.00%	e or improv	3	0.12596	0.3978		YES
R&B (POTS) excl SB FT	0.75%	20,623	0.00%	0.00%	0.00%	e or improv	0				YES
Design	3.25%	1,475	0.00%	0.00%	0.00%	e or improv	0				YES
Design	1.00%	1,595	0.00%	0.00%	0.00%	e or improv	0				YES
Other Non-Design/Dispatch/TN(%)	5.09%	45,638	0.00%	0.00%	0.00%	e or improv	5	0.09828	0.5177		YES
R&B	0.86%	23,253	0.00%	0.00%	0.00%	e or improv	12	0.02860	0.3218		YES
R&B (POTS)	5.05%	45,166	0.00%	0.00%	0.00%	e or improv					YES
R&B (POTS)	0.84%	23,001									

R&B (POTS)	1.90%	2,382.104									
R&B (POTS)	0.97%	2,382.104									
DS1/DS3	1.94%	22,606	0.00%	0.00%	0.00%	e or improv	173	0.01062	1.8239		YES
DS1/DS3	1.26%	22,606	0.00%	0.00%	0.00%	e or improv	173	0.00857	1.4712		YES
R&B	1.82%	2,506,676	1.42%	1.63%	1.55%	e or improv	65,900	0.00053	7.5792		YES
R&B	0.93%	2,506,676	0.51%	0.69%	0.65%	e or improv	65,900	0.00038	10.9577		YES
R&B	1.66%	2,783,585	1.78%	2.11%	2.01%	e or improv	562	0.00543	-0.2210		YES
R&B	1.55%	2,783,585	1.25%	2.01%	2.00%	worse	562	0.00543	0.7613		YES
R&B	1.43%	49,377	1.03%	0.85%	0.65%	worse	2,240	0.00259	1.5733		YES
R&B	2.05%	49,377	0.78%	0.85%	0.65%	worse	2,240	0.00312	4.2621		YES
ADSL to Retail	1.28%	22,618	0.86%	1.28%	1.22%	e or improv	2,309	0.00261	3.4468		YES
ISDN - BRI	1.27%	22,618	0.64%	0.31%	0.17%	worse	688	0.00460	3.1147		YES
ISDN - BRI	1.43%	49,377	0.00%	0.007185	0.47%	e or improv	688	0.00356	3.4982		YES
ADSL to Retail	2.09%	49,377	0.15%	0.0483	0.60%	worse	43,016	0.00068	16.8002		YES
ADSL to Retail	1.82%	2,506,676	0.72%	0.68%	0.63%	worse	261	0.00066	23.6028		YES
R&B - Disp	1.89%	2,506,676	0.27%	0.23%	0.22%	worse	261	0.00851	0.8705		YES
R&B - Disp	1.89%	2,382.104	1.15%	1.04%	0.99%	worse	285	0.00576	1.5031		YES
R&B (POTS) excl SB FT	0.87%	2,382.104	0.00%	0.00%	0.00%	e or improv	285	0.00360	1.0257		YES
R&B (POTS) excl SB FT	0.34%	431,780	0.00%	0.00%	0.00%	e or improv	285	0.00360	1.0257		YES
Design	0.37%	431,780	0.00%	0.00%	0.00%	e or improv	285	0.00360	1.0257		YES
Design	1.82%	2,506,676	0.05%	0.18%	0.17%	e or improv	9,518	0.00739	12.7599		YES
R&B	0.93%	2,506,676	0.13%	0.05%	0.05%	worse	9,518	0.00098	8.1040		YES
R&B (POTS)	1.90%	2,382.104									
R&B (POTS)	0.97%	2,382.104									

R&B (POTS)	22.10	45,166									
R&B (POTS)	9.77	23,001									
DS1/DS3	3.79	438	0.00	0.00	0.00	e or improv	0	2.884	15.971		YES
DS1/DS3	1.83	285	0.00	0.00	0.00	e or improv	0	2.120	15.6058		YES
R&B	22.00	45,638	10.23	11.50	10.95	e or improv	950	0.75426	15.6058		YES
R&B	3.70	23,253	3.87	3.36	3.26	worse	344	15.510	0.96415		YES
R&B	21.73	45,353	3.28	5.87	5.89	e or improv	10	22.530	7.25136		YES
R&B	21.73	45,353	2.48	3.10	2.95	e or improv	7	15.639	3.91134		YES
ADSL to Retail	44.95	709	5.82	10.57	10.16	e or improv	23	67.350	14.28963		YES
ADSL to Retail	5.37	1,032	4.04	1.26	1.20	worse	17	21.707	5.30781		YES
ISDN - BRI	11.70	289	8.62	7.71	7.34	e or improv	18	13.903	3.37744		YES
ISDN - BRI	3.93	288	4.42	20.61	19.63	e or improv	13	8.532	2.41909		YES
ADSL to Retail	44.95	709	0.00	30.7125	28.25	e or improv	0	67.350			YES
ADSL to Retail	5.37	1,032	1.42	13.8285	13.17	e or improv	1	21.707	21.71712		YES
R&B - Disp	22.00	45,638	7.57	7.13	6.78	worse	309	23.010	1.31340		YES
R&B - Disp	22.00	45,638	2.85	4.43	4.22	e or improv	117	15.910	1.47279		YES
R&B (POTS) excl SB FT	10.42	45,028	8.52	24.27	23.11	e or improv	3	22.851	13.19333		YES
R&B (POTS) excl SB FT	10.42	20,623	0.00	0.00	0.00	e or improv	0	15.861			YES
Design	6.19	1,475	0.00	0.00	0.00	e or improv	0	6.695			YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January Performance	Performance Comparison	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
M&R-3 Other Design/Non-Dispatch/TN(hours)	2.50	1,595	0.00	0.00	0.00	e or improv	0	4.552	10.28080	1.1164	YES
M&R-3 Other Non-Design/Dispatch/TN(hours)	22.00	45,638	10.51	8.54	8.23	worse	5	23.070	4.59409	2.0404	YES
M&R-3 Other Non-Design/Dispatch/TN(hours)	9.70	23,253	0.33	6.31	6.01	e or improv	12	15.971	22.847		
M&R-3 LNP (Standalone)/Dispatch/TN(hours)	22.10	45,166									
M&R-3 LNP (Standalone)/Non-Dispatch/TN(hours)	9.77	23,001						15.971			
% Repeat Troubles within 30 Days											
M&R-4 Switch Ports/Dispatch/TN(%)	15.65%	45,166									
M&R-4 Switch Ports/Non-Dispatch/TN(%)	14.23%	23,001									
M&R-4 Local Interface Transport/Dispatch/TN(%)	21.23%	438	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Local Interface Transport/Non-Dispatch/TN(%)	16.14%	285	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Loop + Port Combinations/Dispatch/TN(%)	15.50%	45,638	12.42%	13.43%	12.84%	e or improv	950	0.01190	2.6751		YES
M&R-4 Loop + Port Combinations/Non-Dispatch/TN(%)	14.17%	23,253	14.83%	14.33%	13.65%	worse	344	0.01884	-0.3437		YES
M&R-4 Combo Other/Dispatch/TN(%)	15.65%	45,353	40.00%	21.00%	20.00%	e or improv	7	0.11494	-2.1173		NO
M&R-4 Combo Other/Non-Dispatch/TN(%)	15.65%	45,353	14.25%	105.00%	100.00%	e or improv	10	0.13738	0.1002		YES
M&R-4 XDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	21.75%	708	4.35%	7.50%	7.14%	e or improv	23	0.08741	1.9810		YES
M&R-4 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	19.77%	1,032	0.00%	0.00%	0.00%	e or improv	17	0.09738	2.0389		YES
M&R-4 ADSL to Retail	21.11%	289	11.11%	16.80%	16.00%	e or improv	18	0.09813	1.0084		YES
M&R-4 ISDN - BRI	14.63%	288	23.08%	10.50%	10.00%	worse	13	0.10285	-0.7238		YES
M&R-4 ADSL to Retail	21.75%	708	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Line Sharing/Dispatch/TN(%)	18.77%	1,032	0.00%	0.23331	22.22%	e or improv	1	0.39844	0.4961		YES
M&R-4 Line Sharing/Non-Dispatch/TN(%)	15.60%	45,638	11.00%	12.03%	11.51%	e or improv	309	0.02071	2.2208		YES
M&R-4 2W Analog Loop Design/Dispatch/TN(%)	15.60%	45,638	2.56%	4.33%	4.12%	e or improv	117	0.03359	3.8816		YES
M&R-4 2W Analog Loop Non-Design/Dispatch/TN(%)	15.64%	45,028	0.00%	0.00%	0.00%	e or improv	3	0.20974	0.7459		YES
M&R-4 2W Analog Loop Non-Design/Non-Dispatch/TN(%)	14.11%	20,623	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Other Design/Dispatch/TN(%)	21.02%	1,475	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Other Design/Non-Dispatch/TN(%)	19.50%	1,595	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-4 Other Non-Design/Dispatch/TN(%)	15.50%	45,638	0.00%	13.13%	12.50%	e or improv	5	0.16230	0.9614		YES
M&R-4 Other Non-Design/Non-Dispatch/TN(%)	14.17%	23,253	0.00%	0.00%	0.00%	e or improv	12	0.10071	1.4074		YES
M&R-4 LNP (Standalone)/Dispatch/TN(%)	15.65%	45,166									
M&R-4 LNP (Standalone)/Non-Dispatch/TN(%)	12.23%	23,001									
Out of Service > 24 hours											
M&R-5 Switch Ports/Dispatch/TN(%)	28.17%	25,496									
M&R-5 Switch Ports/Non-Dispatch/TN(%)	17.59%	7,731									
M&R-5 Local Interface Transport/Dispatch/TN(%)	0.00%	438	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Local Interface Transport/Non-Dispatch/TN(%)	0.00%	285	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Loop + Port Combinations/Dispatch/TN(%)	28.02%	29,720	7.89%	6.89%	6.56%	worse	596	0.01858	10.8389		YES
M&R-5 Loop + Port Combinations/Non-Dispatch/TN(%)	17.65%	7,866	0.68%	3.82%	3.64%	e or improv	147	0.03173	5.3461		YES
M&R-5 Combo Other/Dispatch/TN(%)	27.39%	30,565	0.00%	0.00%	0.00%	e or improv	10	0.14105	1.9419		YES
M&R-5 Combo Other/Non-Dispatch/TN(%)	45.62%	708	4.35%	15.00%	14.29%	e or improv	23	0.16858	1.8248		YES
M&R-5 XDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	27.39%	30,565	0.00%	0.00%	0.00%	e or improv	7	0.10553	3.9111		YES
M&R-5 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	5.72%	1,032	0.00%	0.00%	0.00%	e or improv	17	0.05877	1.0370		YES
M&R-5 ADSL to Retail	12.50%	288	0.00%	8.40%	8.00%	e or improv	18	0.09815	1.5557		YES
M&R-5 ISDN - BRI	4.17%	288	0.00%	10.50%	10.00%	e or improv	13	0.05666	0.7354		YES
M&R-5 ADSL to Retail	45.52%	708	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Line Sharing/Dispatch/TN(%)	5.72%	1,032	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Line Sharing/Non-Dispatch/TN(%)	28.02%	29,720	6.80%	1.89%	1.80%	worse	309	0.02568	8.2860		YES
M&R-5 2W Analog Loop Design/Dispatch/TN(%)	28.02%	29,720	0.85%	2.16%	2.05%	e or improv	117	0.04160	6.5308		YES
M&R-5 2W Analog Loop Non-Design/Dispatch/TN(%)	28.17%	29,458	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 2W Analog Loop Non-Design/Non-Dispatch/TN(%)	17.99%	7,884	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Other Design/Dispatch/TN(%)	3.25%	1,475	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Other Design/Non-Dispatch/TN(%)	1.00%	1,595	0.00%	0.00%	0.00%	e or improv	0				YES
M&R-5 Other Non-Design/Dispatch/TN(%)	28.02%	29,720	0.00%	0.00%	0.00%	e or improv	3	0.25931	1.0307		YES
M&R-5 Other Non-Design/Non-Dispatch/TN(%)	17.65%	7,866	0.00%	0.00%	0.00%	e or improv	6	0.15569	1.1334		YES
M&R-5 LNP (Standalone)/Dispatch/TN(%)	28.17%	29,466									
M&R-5 LNP (Standalone)/Non-Dispatch/TN(%)	17.90%	7,731									
Unbundled Network Elements - Billing											
Invoice Accuracy											
B-1 TN(%)	98.91%	\$196,335,513	99.97%	94.84%	99.83%	e or improv	\$1,513,068		0.00008	-125.3765	YES
Mean Time to Deliver Invoices - CRIS											
B-2 Region(business days)	3.85	1	7.51	4.35	4.14	worse	1,643				NO

B.4.1	113	330
B.4.2	57	416

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Local Interconnection Trunks - Ordering														
C.1.1	% Rejected Service Requests			Diagnostic		52.17%	40.72%	42.86%		46			Diagnostic	
	C-7	Local Interconnection Trunks/TN(%)												
	C.1.2	Reject Interval			>= 85% w in 4 days									
		C-8	Local Interconnection Trunks/TN(%)				31.57%	95.00%	100.00%	worse	22			YES
		FOC Timeliness			>= 95% w in 10 days									
C.1.3	C-9	Local Interconnection Trunks/TN(%)				96.97%	95.00%	100.00%	worse	33			YES	
C.1.4	FOC & Reject Response Completeness			>= 95%										
	C-11	Local Interconnection Trunks/TN(%)				100.00%	95.00%	100.00%	e or improv	37			YES	
C.1.5	C-11	Local Interconnection Trunks/TN(%)		>= 95%										
Local Interconnection Trunks - Provisioning														
C.2.1	Order Completion Interval			Parity w Retail										
	P-4	Local Interconnection Trunks/TN(days)			16.52	21	18.00	20.27	19.30	e or improv	3	7.461	4.60484	-0.3206
C.2.2	Field Orders			Parity w Retail										
C.2.3	P-1	Local Interconnection Trunks/TN(days)			0.00	0	0.00	0.00	0.00	e or improv	0			YES
	% Jeopardies			Parity w Retail										
C.2.4	P-2	Local Interconnection Trunks/TN(%)			0.00%	23	0.00%	0.00%	0.00%	e or improv	4		0.00000	YES
C.2.5	Average Jeopardy Notice Interval			95% >= 48 hrs										
	P-2	Local Interconnection Trunks/TN(hours)												
C.2.6	% Missed Installation Appointments			Parity w Retail										
	P-3	Local Interconnection Trunks/TN(%)			0.00%	21	0.00%	0.00%	0.00%	e or improv	3		0.00000	YES
C.2.7	% Provisioning Troubles within 30 Days			Parity w Retail										
	P-9	Local Interconnection Trunks/TN(%)			0.00%	522	0.00%	0.00%	0.00%	e or improv	288		0.00000	YES
C.2.8	Average Completion Notice Interval			Parity w Retail										
	P-5	Local Interconnection Trunks/TN(hours)			91.33	20	66.24	23.77	22.64	worse	3	195.917	123.77617	0.2027
C.2.10.1	Total Service Order Cycle Time			Diagnostic										
	P-10	Local Interconnection Trunks/TN(days)					18.33	23.92	22.78		3			Diagnostic
C.2.10.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	P-8	Local Interconnection Trunks/Dispatch/TN(%)					0.00%	105.00%	100.00%		3			Diagnostic
C.2.11.1	% Completions w/o Notice or < 24 hours			Diagnostic										
	P-8	Local Interconnection Trunks/Non-Dispatch/TN(%)					0.00%	105.00%	100.00%		3			Diagnostic
C.2.11.2	Service Order Accuracy			>= 95%										
	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)					100.00%	95.00%	100.00%	e or improv	60			YES
C.2.11.2.1	% Completions w/o Notice or < 24 hours			Diagnostic										
	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)					100.00%	95.00%	100.00%	e or improv	33			YES
C.2.11.2.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)					100.00%	95.00%	100.00%	e or improv	4			YES
C.2.11.2.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)					100.00%	95.00%	100.00%	e or improv	11			YES
Local Interconnection Trunks - Maintenance and Repair														
C.3.1.1	Missed Repair Appointments			Parity w Retail										
	M&R-1	Local Interconnection Trunks/Dispatch/TN(%)			0.00%	0	0.00%	0.00%	0.00%	e or improv	0			YES
C.3.1.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN(%)			2.67%	75	0.00%	0.00%	0.00%	e or improv	1		0.16218	0.1644
C.3.2.1	Customer Trouble Report Rate			Parity w Retail										
	M&R-2	Local Interconnection Trunks/Dispatch/TN(%)			0.00%	176,448	0.00%	0.00%	0.00%	e or improv	45,778		0.00000	
C.3.2.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN(%)			0.04%	176,448	0.00%	0.01%	0.01%	e or improv	45,778		0.00011	3.7266
C.3.3.1	Maintenance Average Duration			Parity w Retail										
	M&R-3	Local Interconnection Trunks/Dispatch/TN(hours)			0.00	0	0.00	2.75	2.62	e or improv	0			YES
C.3.3.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN(hours)			0.96	75	1.06	3.36	3.20	e or improv	1	4.103	4.13043	-0.0300
C.3.4.1	% Repeat Troubles within 30 Days			Parity w Retail										
	M&R-4	Local Interconnection Trunks/Dispatch/TN(%)			0.00%	0	0.00%	0.00%	0.00%	e or improv	0			YES
C.3.4.2	% Completions w/o Notice or < 24 hours			Diagnostic										
	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN(%)			0.00%	75	0.00%	0.00%	0.00%	e or improv	1		0.00000	YES
C.3.5.1	Out of Service > 24 hours			Parity w Retail										
	M&R-5	Local Interconnection Trunks/Dispatch/TN(%)			0.00%	0	0.00%	0.00%	0.00%	e or improv	0			YES

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C.3.5.2	PAR-S	Local Interconnection Trunks/Non-Dispatch/TIN(%)	2.67%	75	0.00%	0.00%	0.00%	e or improv	1	0.16218	0.1644	YES
		Local Interconnection Trunks - Billing										
		Invoice Accuracy										
C.4.1	B-1	TIN(%)	95.97%	\$196,335,513	95.75%	93.23%	98.14%	worse	\$2,835,344	0.00006	489,8357	NO
		Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	4.84	1	4.55	5.03	4.85	e or improv	5,983			YES
		LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
		Trunk Group Performance - Aggregate										
C.5.1	TGP-T	TIN	>0.5% diff 2 consec. His		0	0	0	e or improv				YES
									4			1
									22			25

Bellsouth Monthly State Summary
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Operations Support Systems - Pre-Ordering									
% Interface Availability - CLEC									
D.1.1.1	CSS-2 EDIRRegion(%)	>= 99.5%	99.71%	95.00%	100.00%	worse			YES
D.1.1.2	CSS-2 HALRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.1.1.3	CSS-2 LENSRegion(%)	>= 99.5%	99.99%	94.97%	99.97%	e or improv			YES
D.1.1.4	CSS-2 LEO MAINFRAMERegion(%)	>= 99.5%	100.00%	94.86%	99.85%	e or improv			YES
D.1.1.5	CSS-2 LEO UNIXRegion(%)	>= 99.5%							
D.1.1.6	CSS-2 LESQRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.1.1.7	CSS-2 TAGRegion(%)	>= 99.5%	100.00%	94.98%	99.96%	e or improv			YES
D.1.1.8	CSS-2 PSIMSRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
% Interface Availability - BST & CLEC									
D.1.2.1	CSS-2 ATLASCOFFRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.2	CSS-2 BOCRISRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.3	CSS-2 DSAPRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.4	CSS-2 RSAGRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.5	CSS-2 SOCSRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.6	CSS-2 SONGSRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES
D.1.2.7	CSS-2 COERegion(%)	>= 99.5%	99.99%	95.00%	100.00%	worse			YES
D.1.2.8	CSS-2 LNP GatewayRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.1.2.9	CSS-2 COGRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.1.2.10	CSS-2 COMRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.1.2.11	CSS-2 SOGRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	CSS-1 RSAG, by TNRegion(Seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	0.91	1.25	1.19		YES
D.1.3.1.2	CSS-1 RSAG, by TNRegion(Seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	1.25	1.19	e or improv	YES
D.1.3.2.1	CSS-1 RSAG, by ADDRRegion(Seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	1.27	1.21	e or improv	YES
D.1.3.2.2	CSS-1 RSAG, by ADDRRegion(Seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	1.27	1.21	e or improv	YES
D.1.3.3.1	CSS-1 ATLASRegion(Seconds)	RNS - ATLAS + 2 sec	1330.23	845,835	0.88	1.10	1.05	e or improv	YES
D.1.3.3.2	CSS-1 ATLASRegion(Seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	1.10	1.05	e or improv	YES
D.1.3.4.1	CSS-1 DSAPRegion(Seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	0.72	0.69	e or improv	YES
D.1.3.4.2	CSS-1 DSAPRegion(Seconds)	ROS - DSAP + 2 sec	2.68	304,794	0.53	0.72	0.69	e or improv	YES
D.1.3.5.1	CSS-1 CRSCORRegion(Seconds)	RNS - CRSCOR + 2 sec	3.20	5,573,968	1.08	2.36	2.28	e or improv	YES
D.1.3.5.2	CSS-1 CRSCORRegion(Seconds)	ROS - CRSCOR + 2 sec	2.85	560,141	1.08	2.39	2.28	e or improv	YES
D.1.3.6.1	CSS-1 COFRegion(Seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.83	0.81	0.77	e or improv	YES
D.1.3.6.2	CSS-1 COFRegion(Seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.83	0.81	0.77	e or improv	YES
D.1.3.7.1	CSS-1 PSIMS/ORBRegion(Seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.83	0.81	0.77	e or improv	YES
D.1.3.7.2	CSS-1 PSIMS/ORBRegion(Seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.83	0.81	0.77	e or improv	YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	CSS-1 RSAG, by TNRegion(Seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	1.10	1.42	1.35	e or improv	YES
D.1.4.1.2	CSS-1 RSAG, by TNRegion(Seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	1.42	1.35	e or improv	YES
D.1.4.2.1	CSS-1 RSAG, by ADDRRegion(Seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	2.09	1.99	e or improv	YES
D.1.4.2.2	CSS-1 RSAG, by ADDRRegion(Seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	2.09	1.99	e or improv	YES
D.1.4.3.1	CSS-1 ATLAS - MLHRegion(Seconds)	Diagnostic							Diagnostic
D.1.4.3.2	CSS-1 ATLAS - MLHRegion(Seconds)	Diagnostic							Diagnostic
D.1.4.4.1	CSS-1 ATLAS - DIDRegion(Seconds)	Diagnostic							Diagnostic
D.1.4.4.2	CSS-1 ATLAS - DIDRegion(Seconds)	Diagnostic							Diagnostic
D.1.4.5.1	CSS-1 ATLAS - TNRegion(Seconds)	RNS - ATLAS - TN + 2 sec	1330.23	845,835	1.48	1.92	1.83	e or improv	YES
D.1.4.5.2	CSS-1 ATLAS - TNRegion(Seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	2.09	1.99	e or improv	YES
D.1.4.6.1	CSS-1 DSAPRegion(Seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	2.04	1.94	e or improv	YES
D.1.4.6.2	CSS-1 DSAPRegion(Seconds)	ROS - DSAP + 2 sec	2.68	304,794	1.58	2.04	1.94	e or improv	YES
D.1.4.7.1	CSS-1 TAGRegion(Seconds)	RNS - CRSCOR + 2 sec	3.20	5,573,968	1.75	2.47	2.35	e or improv	YES
D.1.4.7.2	CSS-1 TAGRegion(Seconds)	ROS - CRSCOR + 2 sec	2.95	560,141	1.75	2.47	2.35	e or improv	YES
Operations Support Systems - Maintenance and Repair									
% Interface Availability - BST									
D.2.1	CSS-3 TAFIRegion(%)	>= 99.5%	100.00%						YES
% Interface Availability - CLEC									
D.2.2.1	CSS-3 CLEC TAFIRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
D.2.2.2	CSS-3 ECTARRegion(%)	>= 99.5%	100.00%	95.00%	100.00%	e or improv			YES
% Interface Availability - BST & CLEC									
D.2.3.1	CSS-3 CRISRegion(%)	>= 99.5%	100.00%	94.99%	99.99%	e or improv			YES

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D.2.3.2	OSS-3	LMOS	HOST/Region(%)
D.2.3.3	OSS-3	LNPI	Region(%)
D.2.3.4	OSS-3	MARCH	Region(%)
D.2.3.5	OSS-3	OSPCMI	Region(%)
D.2.3.6	OSS-3	Predictor	Region(%)
D.2.3.7	OSS-3	SCCS	Region(%)

Average Response Interval <= 4 Seconds			
D.2.4.1	OSS-4	CRIS/Region(%)	
D.2.4.2	OSS-4	DLTH/Region(%)	
D.2.4.3	OSS-4	LMOS/Region(%)	
D.2.4.4	OSS-4	LNPI/Region(%)	
D.2.4.5	OSS-4	MARCH/Region(%)	
D.2.4.6	OSS-4	OSPCMI/Region(%)	
D.2.4.7	OSS-4	Predictor/Region(%)	
D.2.4.8	OSS-4	SCCS/Region(%)	
D.2.4.9	OSS-4	NIWI/Region(%)	
D.2.4.10	OSS-4	NIWI/Region(%)	
D.2.4.11	OSS-4	NIWI/Region(%)	

Average Response Interval <= 10 Seconds			
D.2.5.1	OSS-4	CRIS/Region(%)	
D.2.5.2	OSS-4	DLTH/Region(%)	
D.2.5.3	OSS-4	LMOS/Region(%)	
D.2.5.4	OSS-4	LNPI/Region(%)	
D.2.5.5	OSS-4	MARCH/Region(%)	
D.2.5.6	OSS-4	OSPCMI/Region(%)	
D.2.5.7	OSS-4	Predictor/Region(%)	
D.2.5.8	OSS-4	SCCS/Region(%)	
D.2.5.9	OSS-4	NIWI/Region(%)	
D.2.5.10	OSS-4	NIWI/Region(%)	
D.2.5.11	OSS-4	NIWI/Region(%)	

Average Response Interval > 10 Seconds			
D.2.6.1	OSS-4	CRIS/Region(%)	
D.2.6.2	OSS-4	DLTH/Region(%)	
D.2.6.3	OSS-4	LMOS/Region(%)	
D.2.6.4	OSS-4	LNPI/Region(%)	
D.2.6.5	OSS-4	MARCH/Region(%)	
D.2.6.6	OSS-4	OSPCMI/Region(%)	
D.2.6.7	OSS-4	Predictor/Region(%)	
D.2.6.8	OSS-4	SCCS/Region(%)	
D.2.6.9	OSS-4	NIWI/Region(%)	
D.2.6.10	OSS-4	NIWI/Region(%)	
D.2.6.11	OSS-4	NIWI/Region(%)	

Benchmark /
Analog

>= 99.5%
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	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	enformanceComparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
			100.00%	95.00%	100.00%	e or improv					YES
			100.00%	94.95%	99.96%	e or improv					YES
			100.00%	94.99%	99.99%	e or improv					YES
			100.00%	95.00%	100.00%	e or improv					YES
			100.00%	94.97%	99.97%	e or improv					YES
			100.00%	94.99%	99.99%	e or improv					YES

	94.91%	1,461,548	94.17%	83.20%	92.84%	e or improv	103,350		0.00071	10.4715	NO
	3.07%	42,058	3.21%	4.84%	4.83%	worse	932		0.00572	-0.2929	YES
	4.30%	31,712	2.48%	2.48%	2.61%	worse	45,761		0.00148	12.7534	NO
	98.67%	1,461,528	99.69%	94.54%	99.82%	e or improv	107,247		0.00018	-1.1412	YES
	78.95%	1,077,972	70.35%	87.14%	91.73%	worse	62,560		0.00168	51.0963	NO
	99.78%	100,510	99.37%	94.22%	99.18%	e or improv	5,419		0.00065	6.3576	NO
	28.35%	6,754	33.18%	34.16%	34.90%	worse	594		0.01929	2.4844	YES
	23.93%	5,309	13.58%	13.22%	13.89%	worse	103		0.04245	2.4378	NO
	15.76%	73,801	19.46%	22.87%	24.07%	worse	7,083		0.00453	-8.1625	YES
	99.84%	216,010	99.97%	94.73%	99.72%	e or improv	17,183		0.00031	-2.1734	YES
	82.97%	59,426	81.81%	81.39%	85.67%	worse	3,860		0.00624	1.8893	NO

	98.95%	1,461,548	99.34%	94.28%	99.24%	e or improv	103,350		0.00032	-10.9212	YES
	78.81%	42,058	68.15%	80.74%	84.99%	e or improv	932		0.01353	-5.4384	YES
	77.93%	31,712	92.05%	86.51%	97.17%	e or improv	45,761		0.00303	-46.4821	YES
	99.81%	1,461,528	99.88%	94.83%	99.82%	e or improv	107,247		0.00014	-3.7332	YES
	90.36%	1,077,972	83.33%	90.41%	95.17%	worse	62,560		0.00118	64.5270	NO
	99.93%	100,510	99.87%	94.84%	99.83%	e or improv	5,419		0.00036	1.7778	NO
	28.35%	6,754	33.16%	33.16%	34.90%	worse	594		0.01929	-2.4844	YES
	95.89%	5,309	96.12%	90.19%	94.94%	e or improv	103		0.01726	0.4492	YES
	15.78%	73,801	19.45%	22.87%	24.07%	worse	7,083		0.00453	-8.1625	YES
	99.99%	216,010	99.99%	94.99%	99.98%	e or improv	17,183		0.00009	-0.0457	YES
	98.17%	59,426	98.96%	94.62%	99.60%	worse	3,860		0.00151	1.3717	YES

	1.01%	1,461,548	0.65%	0.80%	0.76%	e or improv	103,350		0.00032	10.9212	YES
	21.19%	42,058	13.84%	15.76%	15.01%	e or improv	932		0.01353	5.4384	YES
	22.06%	31,712	7.69%	9.27%	8.83%	e or improv	45,761		0.00303	46.4821	YES
	0.19%	1,461,528	0.14%	0.19%	0.18%	e or improv	107,247		0.00014	3.7332	YES
	9.05%	1,077,972	16.67%	5.07%	4.83%	worse	62,560		0.00118	-64.5270	NO
	0.07%	100,510	0.13%	0.18%	0.17%	e or improv	5,419		0.00036	-1.7778	NO
	71.65%	6,754	66.84%	68.36%	65.10%	worse	594		0.01929	2.4844	YES
	3.11%	5,309	3.85%	5.31%	5.06%	e or improv	103		0.01726	-0.4492	YES
	84.22%	73,801	80.52%	79.73%	75.93%	worse	7,083		0.00453	8.1625	YES
	0.01%	216,010	0.01%	0.02%	0.02%	e or improv	17,183		0.00009	0.0457	YES
	0.83%	59,426	1.04%	0.42%	0.40%	worse	3,860		0.00151	-1.3717	YES

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Collocation - Collocation												
Average Response Time												
E.1.1.1	C-1	Virtual TN (calendar days)	<= 20 days			12.6	12					YES
E.1.1.2	C-1	Physical Caged TN (calendar days)	<= 30 days	11	7		7	worse	3			YES
E.1.1.3	C-1	Physical Cageless TN (calendar days)	<= 30 days	8	12		11	e or improv	1			YES
Average Arrangement Time												
E.1.2.1	C-2	Virtual Ordinary TN (calendar days)	<= 50 days	35					1			YES
E.1.2.2	C-2	Virtual Extraordinary TN (calendar days)	<= 75 days									YES
E.1.2.3	C-2	Physical Caged Ordinary TN (calendar days)	<= 90 days	20	33	31	31	e or improv	17			YES
E.1.2.4	C-2	Physical Cageless Ordinary TN (calendar days)	<= 30 days	25	13	12	12	worse	1			YES
E.1.2.5	C-2	Physical Cageless Extraordinary TN (calendar days)	<= 90 days	48					1			YES
% Due Dates Missed												
E.1.3.1	C-3	Virtual TN (%)	< 5% missed	0.00%	0.00%	0.00%	0.00%	e or improv	1			YES
E.1.3.2	C-3	Physical TN (%)	< 5% missed	0.00%	0.00%	0.00%	0.00%	e or improv	19			YES

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General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic	85.28%	82.90%	87.26%	292,144	Diagnostic		
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic	85.28%	82.90%	87.26%	292,144	Diagnostic		
F.1.1.3	O-3	Residence/Region(%)	>= 95%	85.49%	84.13%	88.56%	179,724	NO		
F.1.1.4	O-3	Business/Region(%)	>= 90%	73.55%	70.83%	74.56%	5,828	NO		
F.1.1.5	O-3	UNE/Region(%)	>= 85%	83.88%	81.23%	85.50%	106,581	NO		
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic	75.79%	74.37%	78.28%	328,722	Diagnostic		
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic	75.79%	74.37%	78.28%	328,722	Diagnostic		
F.1.2.3	O-3	Residence/Region(%)	Diagnostic	75.79%	76.78%	80.92%	196,368	Diagnostic		
F.1.2.4	O-3	Business/Region(%)	Diagnostic	50.63%	51.59%	54.31%	8,468	Diagnostic		
F.1.2.5	O-3	UNE/Region(%)	Diagnostic	72.17%	71.54%	75.30%	123,866	Diagnostic		
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%	92.25%	88.17%	92.81%	9,334	YES		
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%	92.25%	88.17%	92.81%	9,334	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	75.00%	85.00%	100.00%	4	NO		
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN(%)	>= 95% w in 1 min	89.58%	94.77%	98.76%	721	YES		
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	ADSL (ADSL HDSL and UDSL)/TN(%)	>= 95% w in 5 bus days	100.00%	0.95	100.00%	25	YES		
F.3.1.2	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days	100.00%			6	YES		
General - Ordering										
F.4.1	Average Speed of Answer		Partly w Retail	141.84	6,348,116	30.33	25.26	24.06	33,169	YES
F.4.1	O-12	Region(Seconds)								
General - Maintenance Center										
F.5.1	Average Answer Time		Partly w Retail	43.10	1,464,337	26.35	26.70	25.43	82,871	YES
F.5.1	MAFC	Region(Seconds)								
General - Operator Services (Toll)										
F.6.1	Average Speed to Answer		PBD		6.08	5.72	5.45			PBD
F.6.1	OS-1	TN(Seconds)								
F.6.2	% Answered in 10 seconds		PBD		76.40%	74.85%	76.80%			PBD
F.6.2	OS-2	TN(%)								
General - Directory Assistance										
F.7.1	Average Speed to Answer		PBD		4.26	4.61	4.39			PBD
F.7.1	DA-1	TN(Seconds)								
F.7.2	% Answered in 10 seconds		PBD		81.70%	82.27%	86.60%			PBD
F.7.2	DA-2	TN(%)								
General - E911										
F.8.1	Mean Interval		PBD		2.01	2.77	2.64			PBD
F.8.1	E-3	TN(hours)								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	with Buffer	January performance	performance Comparison	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.9.2	% Accuracy	PBD			96.63%	91.80%	96.63%	e or improv	213,602				PBD
	E-2 TN(%)												
F.9.3	% Timeliness	PBD			100.00%	95.00%	100.00%	e or improv	2,006				PBD
	E-1 TN(%)												
General - Billing													
Usage Data Delivery Accuracy													
F.9.1	B-3 Region(%)	Parity w Retail		4,716	100.00%	95.00%	100.00%	e or improv	21,351	0.00000			YES
F.9.2	B-5 Region(%)	Parity w Retail		26,457	93.11%	93.39%	98.30%	worse	334,063,119	0.00078	87.5131		NO
F.9.3	B-4 Region(%)	Parity w Retail		26,457	99.89%	94.89%	99.87%	e or improv	334,063,119	0.00048	-10.5279		YES
F.9.4	B-6 Region(days)	Parity w Retail		26,457	3.05	2.90	2.76	worse	334,063,119				YES
Recurring Charge Completeness													
F.9.5.1	B-7 Reseller TN(%)	Parity w Retail		\$5,717,449	91.47%	88.42%	93.07%	worse	\$141,454	0.00246	-33.0375		YES
F.9.5.2	B-7 UNE TN(%)	>= 90%			95.27%	92.04%	95.86%	e or improv	\$98,507				YES
F.9.5.3	B-7 Interconnection TN(%)	>= 90%			98.77%	94.24%	99.20%	worse	\$1,203				YES
Non-Recurring Charge Completeness													
F.9.6.1	B-8 Region TN(%)	Parity w Retail		\$8,471,008	97.92%	78.07%	82.18%	e or improv	\$265,547	0.00787	-43.7125		YES
F.9.6.2	B-8 UNE TN(%)	>= 90%			99.34%	90.35%	95.11%	e or improv	\$315,752				YES
F.9.6.3	B-8 Interconnection TN(%)	>= 90%			90.43%	74.00%	77.89%	e or improv	\$72,939				YES
General - Change Management													
% Software Release Notices Sent On Time													
F.10.1	CM-1 TN(%)	>= 95% w in 30 days				47.50%	50.00%						
Average Software Release Notice Delay Days													
F.10.2	CM-2 TN(average)	>= 22 days prior to release				24.7	28						
% Change Management Documentation Sent On Time													
F.10.3	CM-3A TN(%)	>= 95% w in 30 days			100.00%	0.95	100.00%	e or improv	2				YES
F.10.4	CM-3B TN(%)	>= 95% w in 5 days											
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%	95.00%	100.00%	e or improv	10				YES
General - New Business Requests													
% New Business Requests Processed within 30 Business Days													
F.11.1	BFR-1 Region(%)	>= 90% w in 30 bus days			100.00%				1				YES
% Quotes Provided within X Business Days													
F.11.2.1	BFR-2A Region(%)	>= 90% w in 10 bus days			100.00%				1				YES
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days											
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days											
General - Ordering													
Acknowledgement Message Timeliness													
F.12.1.1	O-1 EDI Region(%)	>= 95% w in 30 min			100.00%	95.00%	100.00%	e or improv	93,807				YES
F.12.1.2	O-1 TAG Region(%)	>= 95% w in 30 min			100.00%	95.00%	100.00%	e or improv	334,739				YES
Acknowledgement Message Completeness													
F.12.2.1	O-2 EDI Region(%)	100%			100.00%	95.00%	100.00%	e or improv	93,807				YES
F.12.2.2	O-2 TAG Region(%)	100%			100.00%	95.00%	100.00%	e or improv	334,739				NO
General - Database Updates													

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	Average Database Update Interval	PBD	e or improv	PBD
F.13.1.1	D-1 LIDB/TN(hours)	1.56	17	1.56
F.13.1.2	D-1 Directory Listings/TN(hours)	0.08	26	0.09
F.13.1.3	D-1 Directory Assistance/TN(hours)	4.48	26	3.84
% Update Accuracy				
F.13.2.1	D-2 LIDB/TN(%)	>= 95%	100.00%	100.00%
F.13.2.2	D-2 Directory Listings/TN(%)	>= 95%	99.38%	100.00%
F.13.2.3	D-2 Directory Assistance/TN(%)	>= 95%	100.00%	100.00%
% NAXes / LRNs Loaded by LEPC Effective Date				
F.13.3	D-3 Region(%)	100%	98.77%	100.00%
General - Network Outage Notification				
Mean Time to Notify CLEC of Major Network Outages [MGR-7] [Region(minutes)]		Parity w Retail		
F.14.1		738	2	218
			171	180
			e or improv	2
				YES
			20	7
			21	27

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	Resale - Ordering	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Reject Interval - Mechanized										
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 Centrev/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.1.7.3	O-8 Design (Specials)/TN(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8 PBX/TN(%)	>= 85% w in 10 hrs								
A.1.7.5	O-8 Centrev/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-9 Residence/TN(%)	>= 85% w in 24 hrs			100.00%	24				YES
A.1.8.3	O-8 Design (Specials)/TN(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.4	O-8 PBX/TN(%)	>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.5	O-8 Centrev/TN(%)	>= 85% w in 24 hrs			100.00%	6				YES
A.1.8.6	O-8 ISDN/TN(%)	>= 85% w in 24 hrs			87.50%	16				YES
FOC Timeliness - Mechanized										
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 Centrev/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.1.12.3	O-9 Design (Specials)/TN(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9 PBX/TN(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9 Centrev/TN(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9 ISDN/TN(%)	>= 85% w in 10 hrs								
FOC Timeliness - Non-Mechanized										
A.1.13.3	O-9 Design (Specials)/TN(%)	>= 85% w in 36 hrs			94.74%	19				YES
A.1.13.4	O-9 PBX/TN(%)	>= 85% w in 36 hrs			100.00%	5				YES
A.1.13.5	O-9 Centrev/TN(%)	>= 85% w in 36 hrs			95.00%	20				YES
A.1.13.6	O-9 ISDN/TN(%)	>= 85% w in 36 hrs								
FOC & Reject Response Completeness - Mechanized										
A.1.14.2.1	O-11 Business/ED/TN(%)	>= 95%			100.00%	7				YES
A.1.14.3.1	O-11 Design (Specials)/ED/TN(%)	>= 95%								
A.1.14.3.2	O-11 Design (Specials)/TAG/TN(%)	>= 95%								
A.1.14.4.1	O-11 PBX/ED/TN(%)	>= 95%								
A.1.14.4.2	O-11 PBX/TAG/TN(%)	>= 95%								
A.1.14.5.1	O-11 Centrev/ED/TN(%)	>= 95%								
A.1.14.5.2	O-11 Centrev/TAG/TN(%)	>= 95%								
A.1.14.6.1	O-11 ISDN/ED/TN(%)	>= 95%								
A.1.14.6.2	O-11 ISDN/TAG/TN(%)	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.2.1	O-11 Business/ED/TN(%)	>= 95%			100.00%	8				YES
A.1.15.3.1	O-11 Design (Specials)/ED/TN(%)	>= 95%								
A.1.15.3.2	O-11 Design (Specials)/TAG/TN(%)	>= 95%								
A.1.15.4.1	O-11 PBX/ED/TN(%)	>= 95%								
A.1.15.4.2	O-11 PBX/TAG/TN(%)	>= 95%								
A.1.15.5.1	O-11 Centrev/ED/TN(%)	>= 95%								
A.1.15.5.2	O-11 Centrev/TAG/TN(%)	>= 95%								
A.1.15.6.1	O-11 ISDN/ED/TN(%)	>= 95%								
A.1.15.6.2	O-11 ISDN/TAG/TN(%)	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	20				YES
A.1.16.4	O-11 PBX/TN(%)	>= 95%			92.31%	13				NO
A.1.16.5	O-11 Centrev/TN(%)	>= 95%			85.71%	7				NO
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										

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A.1.17.2.1	O-11 Business/ED/TN(%)
A.1.17.3.1	O-11 Design (Specials)/ED/TN(%)
A.1.17.3.2	O-11 Design (Specials)/TAG/TN(%)
A.1.17.4.1	O-11 PBX/ED/TN(%)
A.1.17.4.2	O-11 PBX/TAG/TN(%)
A.1.17.5.1	O-11 Centrex/ED/TN(%)
A.1.17.5.2	O-11 Centrex/TAG/TN(%)
A.1.17.6.1	O-11 ISDN/ED/TN(%)
A.1.17.6.2	O-11 ISDN/TAG/TN(%)

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

A.1.18.2.1	O-11 Business/ED/TN(%)
A.1.18.3.1	O-11 Design (Specials)/ED/TN(%)
A.1.18.3.2	O-11 Design (Specials)/TAG/TN(%)
A.1.18.4.1	O-11 PBX/ED/TN(%)
A.1.18.4.2	O-11 PBX/TAG/TN(%)
A.1.18.5.1	O-11 Centrex/ED/TN(%)
A.1.18.5.2	O-11 Centrex/TAG/TN(%)
A.1.18.6.1	O-11 ISDN/ED/TN(%)
A.1.18.6.2	O-11 ISDN/TAG/TN(%)

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

A.1.19.3	O-11 Design (Specials)/TN(%)
A.1.19.4	O-11 PBX/TN(%)
A.1.19.5	O-11 Centrex/TN(%)

Resale - Provisioning

A.2.1.1.2.1	P-4 Residence/≤10 circuits/Dispatch/TN(days)
A.2.1.1.2.2	P-4 Residence/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.2.2.1	P-4 Business/≤10 circuits/Dispatch/TN(days)
A.2.1.2.2.2	P-4 Business/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.3.1.1	P-4 Design (Specials)/≤10 circuits/Dispatch/TN(days)
A.2.1.3.1.2	P-4 Design (Specials)/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.3.2.1	P-4 Design (Specials)/≥10 circuits/Dispatch/TN(days)
A.2.1.3.2.2	P-4 Design (Specials)/≥10 circuits/Non-Dispatch/TN(days)
A.2.1.4.1.1	P-4 PBX/≤10 circuits/Dispatch/TN(days)
A.2.1.4.1.2	P-4 PBX/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.4.2.1	P-4 PBX/≥10 circuits/Dispatch/TN(days)
A.2.1.4.2.2	P-4 PBX/≥10 circuits/Non-Dispatch/TN(days)
A.2.1.5.1.1	P-4 Centrex/≤10 circuits/Dispatch/TN(days)
A.2.1.5.1.2	P-4 Centrex/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.5.2.1	P-4 Centrex/≥10 circuits/Dispatch/TN(days)
A.2.1.5.2.2	P-4 Centrex/≥10 circuits/Non-Dispatch/TN(days)
A.2.1.6.1.1	P-4 ISDN/≤10 circuits/Dispatch/TN(days)
A.2.1.6.1.2	P-4 ISDN/≤10 circuits/Non-Dispatch/TN(days)
A.2.1.6.2.1	P-4 ISDN/≥10 circuits/Dispatch/TN(days)
A.2.1.6.2.2	P-4 ISDN/≥10 circuits/Non-Dispatch/TN(days)

Hold Orders

A.2.2.1.1.1	P-1 Residence/≤10 circuits/Facility/TN(days)
A.2.2.1.1.2	P-1 Residence/≤10 circuits/Equipment/TN(days)
A.2.2.1.1.3	P-1 Residence/≤10 circuits/Other/TN(days)
A.2.2.1.2.1	P-1 Residence/≥10 circuits/Facility/TN(days)
A.2.2.1.2.2	P-1 Residence/≥10 circuits/Equipment/TN(days)
A.2.2.1.2.3	P-1 Residence/≥10 circuits/Other/TN(days)
A.2.2.2.1.1	P-1 Business/≤10 circuits/Facility/TN(days)
A.2.2.2.1.2	P-1 Business/≤10 circuits/Equipment/TN(days)
A.2.2.2.1.3	P-1 Business/≤10 circuits/Other/TN(days)
A.2.2.2.2.1	P-1 Business/≥10 circuits/Facility/TN(days)
A.2.2.2.2.2	P-1 Business/≥10 circuits/Equipment/TN(days)
A.2.2.2.2.3	P-1 Business/≥10 circuits/Other/TN(days)
A.2.2.3.1.1	P-1 Design (Specials)/≤10 circuits/Facility/TN(days)
A.2.2.3.1.2	P-1 Design (Specials)/≤10 circuits/Equipment/TN(days)
A.2.2.3.1.3	P-1 Design (Specials)/≤10 circuits/Other/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			71.43%	7				NO
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								

>= 95%			100.00%	8				YES
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								
>= 95%								

>= 95%			100.00%	20				YES
>= 95%								YES
>= 95%			100.00%	6				YES

Resale - Provisioning

Res	5.23	19			2.942			
Res	9.48	40	2.00	1	12.702	12.85947	0.5913	YES
Bus								
Design	24.76	836	18.00	1	30.468	30.48601	0.2217	YES
Design	29.04	8			38.499			
Design	33.50	2			3.598			
Design								
PBX	12.14	27			13.037			
PBX	3.13	90	0.67	2	5.627	4.02317	0.6132	YES
PBX								
PBX	1.30	11			1.131			
Centrex	4.44	319			10.770			
Centrex	1.23	448	0.33	1	1.864	1.86601	0.4826	YES
Centrex	18.82	17			10.525			
Centrex	2.20	23			4.288			
ISDN	17.82	576	12.00	2	21.398	15.11460	0.8853	YES
ISDN	2.11	635	3.56	6	5.702	2.33867	-0.6188	YES
ISDN	9.00	2			5.697			
ISDN	6.54	13			8.489			

Res	7.92	86	18.00	1	7.574	7.61819	-1.3233	YES
Res	0.00	0	0.00	0				YES
Res	32.45	11	0.00	0	52.376			YES
Res	0.00	0						
Res	0.00	0						
Res	0.00	0						
Bus	8.29	17	0.00	0	7.712			YES
Bus	0.00	0	0.00	0				YES
Bus	33.33	3	0.00	0	19.655			YES
Bus	0.00	0	0.00	0				YES
Bus	0.00	0	0.00	0				YES
Bus	0.00	0	0.00	0				YES
Design	15.00	6	0.00	0	0.000			YES
Design	0.00	0	0.00	0				YES
Design	10.00	2	0.00	0	11.314			YES

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A.2.2.3.2.1	P-1	Design (Specials)>=10 circuits/Facility/TN(days)
A.2.2.3.2.2	P-1	Design (Specials)>=10 circuits/Equipment/TN(days)
A.2.2.3.2.3	P-1	Design (Specials)>=10 circuits/Other/TN(days)
A.2.2.4.1	P-1	PBX<10 circuits/Facility/TN(days)
A.2.2.4.1.1	P-1	PBX<10 circuits/Equipment/TN(days)
A.2.2.4.1.2	P-1	PBX<10 circuits/Other/TN(days)
A.2.2.4.1.3	P-1	PBX>=10 circuits/Facility/TN(days)
A.2.2.4.2	P-1	PBX>=10 circuits/Equipment/TN(days)
A.2.2.4.2.1	P-1	PBX>=10 circuits/Other/TN(days)
A.2.2.4.3	P-1	Centrex<10 circuits/Facility/TN(days)
A.2.2.5.1.1	P-1	Centrex<10 circuits/Equipment/TN(days)
A.2.2.5.1.2	P-1	Centrex<10 circuits/Other/TN(days)
A.2.2.5.2.1	P-1	Centrex>=10 circuits/Facility/TN(days)
A.2.2.5.2.2	P-1	Centrex>=10 circuits/Equipment/TN(days)
A.2.2.5.2.3	P-1	Centrex>=10 circuits/Other/TN(days)
A.2.2.6.1	P-1	ISDN<10 circuits/Facility/TN(days)
A.2.2.6.1.2	P-1	ISDN<10 circuits/Equipment/TN(days)
A.2.2.6.1.3	P-1	ISDN>=10 circuits/Other/TN(days)
A.2.2.6.2.1	P-1	ISDN>=10 circuits/Facility/TN(days)
A.2.2.6.2.2	P-1	ISDN>=10 circuits/Equipment/TN(days)
A.2.2.6.2.3	P-1	ISDN>=10 circuits/Other/TN(days)
% Jeopardies - Mechanized		
A.2.4.3	P-2	Design (Specials)/TN(%)
A.2.4.4	P-2	PBX/TN(%)
A.2.4.5	P-2	Centrex/TN(%)
A.2.4.6	P-2	ISDN/TN(%)
Average Jeopardy Notice Interval - Mechanized		
A.2.7.2	P-2	Business/TN(hours)
A.2.7.3	P-2	Design (Specials)/TN(hours)
A.2.7.4	P-2	PBX/TN(hours)
A.2.7.5	P-2	Centrex/TN(hours)
A.2.7.6	P-2	ISDN/TN(hours)
% Jeopardy Notice >= 48 hours - Mechanized		
A.2.9.2	P-2	Business/TN(%)
A.2.9.3	P-2	Design (Specials)/TN(%)
A.2.9.4	P-2	PBX/TN(%)
A.2.9.5	P-2	Centrex/TN(%)
A.2.9.6	P-2	ISDN/TN(%)
% Missed Installation Appointments		
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.3.1.1	P-3	Design (Specials)<10 circuits/Dispatch/TN(%)
A.2.11.3.1.2	P-3	Design (Specials)<10 circuits/Non-Dispatch/TN(%)
A.2.11.3.2.1	P-3	Design (Specials)>=10 circuits/Dispatch/TN(%)
A.2.11.3.2.2	P-3	Design (Specials)>=10 circuits/Non-Dispatch/TN(%)
A.2.11.4.1.1	P-3	PBX<10 circuits/Dispatch/TN(%)
A.2.11.4.1.2	P-3	PBX<10 circuits/Non-Dispatch/TN(%)
A.2.11.4.2.1	P-3	PBX>=10 circuits/Dispatch/TN(%)
A.2.11.4.2.2	P-3	PBX>=10 circuits/Non-Dispatch/TN(%)
A.2.11.5.1.1	P-3	Centrex<10 circuits/Dispatch/TN(%)
A.2.11.5.1.2	P-3	Centrex<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN>=10 circuits/Non-Dispatch/TN(%)
% Provisioning Troubles within 30 days		
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design	0.00	0						
Design	0.00	0						
PBX	0.00	0						
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0						
PBX	0.00	0						
PBX	0.00	0						
Centrex	0.00	0						
Centrex	2.00	2	0.00	0	0.000			YES
Centrex	0.00	0	0.00	0				YES
Centrex	0.00	0	0.00	0				YES
Centrex	0.00	0						
Centrex	0.00	0						
ISDN	71.79	14	0.00	0	59.371			YES
ISDN	0	0	0.00	0				YES
ISDN	56.40	5	0.00	0	111.601			YES
ISDN	0	0	0.00	0				
ISDN	0.00	0						
ISDN	0.00	0						
Design	11.42%	911	50.00%	2		0.22511	-1.7140	NO
PBX	2.19%	137	0.00%	1		0.14988	0.1491	YES
Centrex	0.96%	816						
ISDN	6.22%	1,302	0.00%	2		0.17083	0.3640	YES
>= 48 hrs			528.00	1				YES
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
Res	4.00%	25						
Res								
Bus	10.87%	46	0.00%	1		0.31462	0.3455	YES
Bus								
Design	4.53%	839	0.00%	2		0.14721	0.3077	YES
Design	0.00%	9						
Design	50.00%	2						
Design								
PBX	9.68%	31						
PBX	1.09%	92	0.00%	2		0.07411	0.1467	YES
PBX								
PBX	0.00%	11						
PBX	1.55%	323						
Centrex	0.00%	450	0.00%	1		0.00000		YES
Centrex	27.76%	18						
Centrex	4.35%	23						
ISDN	4.46%	605	50.00%	2		0.14625	-3.1137	NO
ISDN	0.94%	641	0.00%	8		0.03426	0.2732	YES
ISDN	0.00%	2						
ISDN	0.00%	13						
Res	5.26%	19						
Res	0.00%	1						

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A.2.12.2.2.1	P-9	Business/≥10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-9	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.12.3.1.1	P-9	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.12.3.1.2	P-9	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.12.3.2.1	P-9	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.12.3.2.2	P-9	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.12.4.1.1	P-9	PBX/≥10 circuits/Dispatch/TN(%)
A.2.12.4.1.2	P-9	PBX/≥10 circuits/Dispatch/TN(%)
A.2.12.4.2.1	P-9	PBX/≥10 circuits/Dispatch/TN(%)
A.2.12.4.2.2	P-9	PBX/≥10 circuits/Dispatch/TN(%)
A.2.12.5.1.1	P-9	Centrex/≥10 circuits/Dispatch/TN(%)
A.2.12.5.1.2	P-9	Centrex/≥10 circuits/Dispatch/TN(%)
A.2.12.5.2.1	P-9	Centrex/≥10 circuits/Dispatch/TN(%)
A.2.12.5.2.2	P-9	Centrex/≥10 circuits/Dispatch/TN(%)
A.2.12.6.1.1	P-9	ISDN/≥10 circuits/Dispatch/TN(%)
A.2.12.6.1.2	P-9	ISDN/≥10 circuits/Dispatch/TN(%)
A.2.12.6.2.1	P-9	ISDN/≥10 circuits/Dispatch/TN(%)
A.2.12.6.2.2	P-9	ISDN/≥10 circuits/Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

A.2.14.1.2.1	P-5	Residence/≥10 circuits/Dispatch/TN(hours)
A.2.14.1.2.2	P-5	Residence/≥10 circuits/Dispatch/TN(hours)
A.2.14.2.2.1	P-5	Business/≥10 circuits/Dispatch/TN(hours)
A.2.14.2.2.2	P-5	Business/≥10 circuits/Dispatch/TN(hours)
A.2.14.3.1.1	P-5	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.2.14.3.1.2	P-5	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.2.14.3.2.1	P-5	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.2.14.3.2.2	P-5	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.2.14.4.1.1	P-5	PBX/≥10 circuits/Dispatch/TN(hours)
A.2.14.4.1.2	P-5	PBX/≥10 circuits/Dispatch/TN(hours)
A.2.14.4.2.1	P-5	PBX/≥10 circuits/Dispatch/TN(hours)
A.2.14.4.2.2	P-5	PBX/≥10 circuits/Dispatch/TN(hours)
A.2.14.5.1.1	P-5	Centrex/≥10 circuits/Dispatch/TN(hours)
A.2.14.5.1.2	P-5	Centrex/≥10 circuits/Dispatch/TN(hours)
A.2.14.5.2.1	P-5	Centrex/≥10 circuits/Dispatch/TN(hours)
A.2.14.5.2.2	P-5	Centrex/≥10 circuits/Dispatch/TN(hours)
A.2.14.6.1.1	P-5	ISDN/≥10 circuits/Dispatch/TN(hours)
A.2.14.6.1.2	P-5	ISDN/≥10 circuits/Dispatch/TN(hours)
A.2.14.6.2.1	P-5	ISDN/≥10 circuits/Dispatch/TN(hours)
A.2.14.6.2.2	P-5	ISDN/≥10 circuits/Dispatch/TN(hours)

Service Order Accuracy

A.2.25.1.2.1	P-11	Residence/≥10 circuits/Dispatch/TN(%)
A.2.25.1.2.2	P-11	Residence/≥10 circuits/Dispatch/TN(%)
A.2.25.2.2.1	P-11	Business/≥10 circuits/Dispatch/TN(%)
A.2.25.2.2.2	P-11	Business/≥10 circuits/Dispatch/TN(%)
A.2.25.3.2.1	P-11	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.2.25.3.2.2	P-11	Design (Specials)≥10 circuits/Dispatch/TN(%)

Resale - Maintenance and Repair

A.3.1.3.1	M&R-1	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.3.1.3.2	M&R-1	Design (Specials)≥10 circuits/Dispatch/TN(%)
A.3.1.4.1	M&R-1	PBX/Dispatch/TN(%)
A.3.1.4.2	M&R-1	PBX/Dispatch/TN(%)
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN(%)
A.3.1.5.2	M&R-1	Centrex/Dispatch/TN(%)
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN(%)
A.3.1.6.2	M&R-1	ISDN/Dispatch/TN(%)

Customer Trouble Report Rate

A.3.3.3.1	M&R-3	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.3.3.3.2	M&R-3	Design (Specials)≥10 circuits/Dispatch/TN(hours)
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)

Benchmark / Analog

Bus	8.00%	50							
Bus	0.00%	1							
Design	2.46%	771							
Design	0.00%	11	0.00%	26		0.0000			YES
Design									
Design									
PBX	0.00%	30							
PBX	1.08%	93	0.00%	3		0.06050		0.1777	YES
PBX	50.00%	2							
PBX	0.00%	8							
Centrex	0.58%	342							
Centrex	0.86%	610	0.00%	2		0.05717		0.1147	YES
Centrex	0.00%	8							
Centrex	0.00%	21							
ISDN	2.22%	676	0.00%	3		0.08523		0.2603	YES
ISDN	0.58%	517	16.67%	6		0.03119		-5.1590	NO
ISDN	0.00%	1							
ISDN	0.00%	17							

Res	3.30	22			13.803				
Res									
Bus	2.78	36	0.02	1	10.031	10.16966		0.2715	YES
Design	157.58	656			862.494				
Design	158.03	5			353.267				
Design	0.02	1			0.000				
Design									
PBX	6.11	21			26.375				
PBX	1.59	83			6.127				
PBX									
PBX	0.72	10			0.273				
Centrex	2.43	273			11.033				
Centrex	4.24	435			19.586				
Centrex	0.49	12			0.726				
Centrex	1.12	21			2.230				
ISDN	4.34	367			14.668				
ISDN	3.97	570			26.331				
ISDN	158.17	1			0.000				
ISDN	0.60	11			0.266				

			90.91%	11					NO
			91.67%	12					NO
			85.00%	20					NO
			70.00%	10					NO

Design	0.61%	488	0.00%	11		0.02383		0.2580	YES
Design	0.75%	671	0.00%	5		0.03860		0.1930	YES
PBX	4.41%	68	0.00%	1		0.20686		0.2133	YES
PBX	0.00%	67	0.00%	1		0.00000			YES
Centrex	9.89%	435	0.00%	7		0.11371		0.8693	YES
Centrex	1.45%	275	0.00%	4		0.06030		0.2412	YES
Centrex	10.19%	314	0.00%	8		0.10831		0.9409	YES
ISDN	2.36%	423	0.00%	3		0.03803		0.2686	YES

Design	5.20	488	3.94	11	5.690	1.73485		0.7284	YES
Design	2.93	671	5.31	5	9.695	4.35201		-0.5482	YES
PBX	5.22	68	2.02	1	5.063	5.10030		0.6276	YES

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M&R-3	PBX/Non-Dispatch/TN(hours)
M&R-3	Centrex/Dispatch/TN(hours)
M&R-3	Centrex/Non-Dispatch/TN(hours)
M&R-3	ISDN/Dispatch/TN(hours)
M&R-3	ISDN/Non-Dispatch/TN(hours)

A.3.3.4.2
A.3.3.5.1
A.3.3.5.2
A.3.3.6.1
A.3.3.6.2

% Repeat Troubles within 30 Days

M&R-4	Design (Specials/Dispatch/TN(%))
M&R-4	Design (Specials/Non-Dispatch/TN(%))
M&R-4	PBX/Dispatch/TN(%)
M&R-4	PBX/Non-Dispatch/TN(%)
M&R-4	Centrex/Dispatch/TN(%)
M&R-4	Centrex/Non-Dispatch/TN(%)
M&R-4	ISDN/Dispatch/TN(%)
M&R-4	ISDN/Non-Dispatch/TN(%)

A.3.4.3.1
A.3.4.3.2
A.3.4.4.1
A.3.4.4.2
A.3.4.5.1
A.3.4.5.2
A.3.4.6.1
A.3.4.6.2

Out of Service > 24 hours

M&R-5	Design (Specials/Dispatch/TN(%))
M&R-5	Design (Specials/Non-Dispatch/TN(%))
M&R-5	PBX/Dispatch/TN(%)
M&R-5	PBX/Non-Dispatch/TN(%)
M&R-5	Centrex/Dispatch/TN(%)
M&R-5	Centrex/Non-Dispatch/TN(%)
M&R-5	ISDN/Dispatch/TN(%)
M&R-5	ISDN/Non-Dispatch/TN(%)

A.3.5.3.1
A.3.5.3.2
A.3.5.4.1
A.3.5.4.2
A.3.5.5.1
A.3.5.5.2
A.3.5.6.1
A.3.5.6.2

Benchmark / Analog

2.95	67	1.13	1	3.856	3.88454	0.4893	YES
9.25	435	3.42	7	14.291	5.44491	1.0701	YES
3.59	275	2.58	4	7.638	3.84644	0.2640	YES
11.01	314	4.34	8	17.098	6.12173	1.0901	YES
3.80	423	1.84	3	12.074	6.99538	0.2651	YES

PBX
Centrex
Centrex
ISDN
ISDN

23.77%	488	9.09%	11		0.12379	1.1311	YES
24.59%	671	0.00%	5		0.19330	1.2722	YES
14.71%	68	100.00%	1		0.35676	-2.3908	NO
10.45%	67	0.00%	1		0.30815	0.3390	YES
14.48%	435	85.71%	7		0.13408	-5.3125	NO
10.91%	275	0.00%	4		0.15701	0.6948	YES
20.06%	314	12.50%	8		0.14388	0.5275	YES
16.55%	423	0.00%	3		0.21551	0.7686	YES

Design
Design
PBX
PBX
Centrex
Centrex
ISDN
ISDN

0.61%	488	0.00%	11		0.02383	0.2580	YES
0.75%	671	0.00%	5		0.03860	0.1930	YES
1.69%	39	0.00%	0				YES
0.00%	53	0.00%	0				YES
7.35%	245	0.00%	7		0.10001	0.7346	YES
1.29%	155	0.00%	2		0.06032	0.1607	YES
10.19%	314	0.00%	8		0.10831	0.9409	YES
2.37%	422	0.00%	3		0.08813	0.2689	YES

Design
Design
PBX
PBX
Centrex
Centrex
ISDN
ISDN

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Unbundled Network Elements - Ordering									
	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Reflect Interval - Mechanized									
B.1.4.1	O-8 Switch Ports/TN(%)	>= 97% w in 1 hr							
B.1.4.2	O-8 Local Interface Transport/TN(%)	>= 97% w in 1 hr							
B.1.4.3	O-8 Combo Other/TN(%)	>= 97% w in 1 hr							
B.1.4.4	O-8 XDSL (ADSL, HDSL, and UCLY)/TN(%)	>= 97% w in 1 hr			11				NO
B.1.4.5	O-8 ISDN Loop (UDN, UDC)/TN(%)	>= 97% w in 1 hr			2				YES
B.1.4.6	O-8 Line Sharing/TN(%)	>= 97% w in 1 hr			11				NO
B.1.4.7	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w in 1 hr							
B.1.4.8	O-8 2W Analog Loop w/NP Design/TN(%)	>= 97% w in 1 hr							
B.1.4.9	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w in 1 hr							
B.1.4.10	O-8 2W Analog Loop w/NP Design/TN(%)	>= 97% w in 1 hr			10				YES
B.1.4.11	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w in 1 hr							
B.1.4.12	O-14 2W Analog Loop w/NP Design/TN(%)	>= 97% w in 1 hr							
B.1.4.13	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w in 1 hr			20				NO
B.1.4.14	O-8 Other Design/TN(%)	>= 97% w in 1 hr							
B.1.4.15	O-8 INP Standalone/TN(%)	>= 97% w in 1 hr							
B.1.4.16	O-14 INP Standalone/TN(%)	>= 97% w in 1 hr			13				YES
Reflect 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 Interface Transport/TN(%)	>= 85% w in 10 hrs							
B.1.7.3	O-8 Combo Other/TN(%)	>= 85% w in 10 hrs							
B.1.7.4	O-8 XDSL (ADSL, HDSL, and UCLY)/TN(%)	>= 85% w in 10 hrs			2				YES
B.1.7.5	O-8 ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 10 hrs			3				YES
B.1.7.6	O-8 Line Sharing/TN(%)	>= 85% w in 10 hrs			22				YES
B.1.7.7	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs			2				NO
B.1.7.8	O-8 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 10 hrs							
B.1.7.9	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs							
B.1.7.10	O-8 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 10 hrs							
B.1.7.11	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs							
B.1.7.12	O-14 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 10 hrs			11				YES
B.1.7.13	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs			28				YES
B.1.7.14	O-8 Other Design/TN(%)	>= 85% w in 10 hrs							
B.1.7.15	O-8 INP Standalone/TN(%)	>= 85% w in 10 hrs							
B.1.7.16	O-14 INP Standalone/TN(%)	>= 85% w in 10 hrs							
Reflect Interval - Non-Mechanized									
B.1.8.1	O-8 Switch Ports/TN(%)	>= 85% w in 24 hrs			1				YES
B.1.8.2	O-8 Local Interface Transport/TN(%)	>= 85% w in 24 hrs							
B.1.8.3	O-8 Combo Other/TN(%)	>= 85% w in 24 hrs			12				YES
B.1.8.4	O-8 XDSL (ADSL, HDSL, and UCLY)/TN(%)	>= 85% w in 24 hrs			27				YES
B.1.8.5	O-8 ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 24 hrs			14				YES
B.1.8.6	O-8 Line Sharing/TN(%)	>= 85% w in 24 hrs							
B.1.8.7	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 24 hrs			7				YES
B.1.8.8	O-8 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 24 hrs			9				YES
B.1.8.9	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 24 hrs			9				YES
B.1.8.10	O-14 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 24 hrs							
B.1.8.11	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 24 hrs							
B.1.8.12	O-15 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 24 hrs							
B.1.8.13	O-15 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 24 hrs							
B.1.8.14	O-9 INP Standalone/TN(%)	>= 85% w in 24 hrs							
FOC Timeliness - Mechanized									
B.1.9.1	O-9 Switch Ports/TN(%)	>= 95% w in 3 hrs							
B.1.9.2	O-9 Local Interface Transport/TN(%)	>= 95% w in 3 hrs							
B.1.9.3	O-9 Combo Other/TN(%)	>= 95% w in 3 hrs			5				YES
B.1.9.4	O-9 2W Analog Loop w/NP Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.5	O-9 2W Analog Loop w/NP Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.6	O-9 2W Analog Loop w/NP Non-Design/TN(%)	>= 95% w in 3 hrs			11				YES
B.1.9.7	O-15 2W Analog Loop w/NP Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.8	O-15 2W Analog Loop w/NP Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.9	O-9 INP Standalone/TN(%)	>= 95% w in 3 hrs							
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 Interface Transport/TN(%)	>= 85% w in 10 hrs							
B.1.12.3	O-9 Combo Other/TN(%)	>= 85% w in 10 hrs			2				YES
B.1.12.4	O-9 XDSL (ADSL, HDSL, and UCLY)/TN(%)	>= 85% w in 10 hrs			12				YES
B.1.12.5	O-9 ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 10 hrs			24				YES
B.1.12.6	O-9 Line Sharing/TN(%)	>= 85% w in 10 hrs			1				YES
B.1.12.7	O-9 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.8	O-9 2W Analog Loop w/NP Design/TN(%)	>= 85% w in 10 hrs							

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B.1.12.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.12.12	O-15	2W Analog Loop w/INP Non-Design/TN(%)
B.1.12.16	O-9	INP Standalone/TN(%)
FOC Timeliness - Non-Mechanized		
B.1.13.1	O-9	Switch Ports/TN(%)
B.1.13.2	O-9	Local Interoffice Transport/TN(%)
B.1.13.4	O-3	Combo Other/TN(%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.13.13	O-15	2W Analog Loop w/INP Non-Design/TN(%)
B.1.13.16	O-9	INP Standalone/TN(%)
FOC & Reject Response Completeness - Mechanized		
B.1.14.1.1	O-11	Switch Ports/TAG/TN(%)
B.1.14.1.2	O-11	Local Interoffice Transport/TAG/TN(%)
B.1.14.2.1	O-11	Local Interoffice Transport/TAG/TN(%)
B.1.14.2.2	O-11	Combo Other/TAG/TN(%)
B.1.14.4.2	O-11	Combo Other/TAG/TN(%)
B.1.14.5.2	O-11	XDSL (ADSL, HDSL and UCL) TAG/TN(%)
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC) TAG/TN(%)
B.1.14.7.1	O-11	Line Sharing/TAG/TN(%)
B.1.14.9.1	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.14.9.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.12.1	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.14.12.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.13.1	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.13.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.14.14.2	O-11	Other Design/TAG/TN(%)
B.1.14.15.1	O-11	Other Non-Design/TAG/TN(%)
B.1.14.16.1	O-11	INP Standalone/TAG/TN(%)
B.1.14.16.2	O-11	INP Standalone/TAG/TN(%)
FOC & Reject Response Completeness - Partially Mechanized		
B.1.15.1.1	O-11	Switch Ports/TAG/TN(%)
B.1.15.1.2	O-11	Switch Ports/TAG/TN(%)
B.1.15.2.1	O-11	Local Interoffice Transport/TAG/TN(%)
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN(%)
B.1.15.4.1	O-11	Combo Other/TAG/TN(%)
B.1.15.4.2	O-11	Combo Other/TAG/TN(%)
B.1.15.5.1	O-11	XDSL (ADSL, HDSL and UCL) TAG/TN(%)
B.1.15.5.2	O-11	XDSL (ADSL, HDSL and UCL) TAG/TN(%)
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC) TAG/TN(%)
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC) TAG/TN(%)
B.1.15.7.1	O-11	Line Sharing/TAG/TN(%)
B.1.15.7.2	O-11	Line Sharing/TAG/TN(%)
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN(%)
B.1.15.9.1	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.12.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)
B.1.15.13.1	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.13.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)
B.1.15.14.2	O-11	Other Design/TAG/TN(%)
B.1.15.15.1	O-11	Other Non-Design/TAG/TN(%)
B.1.15.16.1	O-11	INP Standalone/TAG/TN(%)
B.1.15.16.2	O-11	INP Standalone/TAG/TN(%)

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B.1.19.4	O-11	Combo Other/TN(%)
B.1.19.10	O-11	2W Analog Loop w/LNP Design/TN(%)
B.1.19.11	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.19.16	O-11	1NP Standalone/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%								
>= 95%			50.00%	2				NO
>= 95%			76.92%	13				NO
>= 95%			86.96%	23				NO
>= 95%			100.00%	22				YES

Unbundled Network Elements - Provisioning

Order Completion Interval		
B.2.1.1.1.1	P-4	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.1.1.1.2	P-4	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.1.1.2.1	P-4	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.1.1.2.2	P-4	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.1.2.1	P-4	Local Interface Transport<10 circuits/Dispatch/TN(days)
B.2.1.2.1.1	P-4	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
B.2.1.2.2	P-4	Local Interface Transport>=10 circuits/Dispatch/TN(days)
B.2.1.2.2.1	P-4	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.1.3.2.1	P-4	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.1.3.2.2	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.1.3.2.3	P-4	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.1.3.2.4	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.1.4.1.1	P-4	Combo Other<10 circuits/Dispatch/TN(days)
B.2.1.4.1.2	P-4	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.1.4.1.3	P-4	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.1.4.1.4	P-4	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.1.4.2.1	P-4	UNE ISDN-6 circuits/Dispatch/TN(days)
B.2.1.4.2.2	P-4	UNE ISDN-6 circuits/Non-Dispatch/TN(days)
B.2.1.6.1.1	P-4	UNE ISDN-6-13 circuits/Dispatch/TN(days)
B.2.1.6.1.2	P-4	UNE ISDN-6-13 circuits/Non-Dispatch/TN(days)
B.2.1.6.5.1	P-4	UNE ISDN-6-14 circuits/Dispatch/TN(days)
B.2.1.6.5.2	P-4	UNE ISDN-6-14 circuits/Non-Dispatch/TN(days)
B.2.1.7.3.1	P-4	Line Sharing<6 circuits/Dispatch/TN(days)
B.2.1.7.3.2	P-4	Line Sharing<6 circuits/Non-Dispatch/TN(days)
B.2.1.7.4.1	P-4	Line Sharing<6-13 circuits/Dispatch/TN(days)
B.2.1.7.4.2	P-4	Line Sharing<6-13 circuits/Non-Dispatch/TN(days)
B.2.1.7.5.1	P-4	Line Sharing>=14 circuits/Dispatch/TN(days)
B.2.1.7.5.2	P-4	Line Sharing>=14 circuits/Non-Dispatch/TN(days)
B.2.1.8.1.2	P-4	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.1.8.2.1	P-4	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B.2.1.8.2.2	P-4	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.10.1.1	P-4	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.1.10.1.2	P-4	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.1.10.2.1	P-4	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(days)
B.2.1.10.2.2	P-4	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.11.1.1	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.11.1.4	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.11.2.1	P-4	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.1.11.2.4	P-4	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.14.1.2	P-4	Other Design<10 circuits/Dispatch/TN(days)
B.2.1.14.1.4	P-4	Other Design<10 circuits/Non-Dispatch/TN(days)
B.2.1.14.2.1	P-4	Other Design>=10 circuits/Dispatch/TN(days)
B.2.1.14.2.2	P-4	Other Design>=10 circuits/Non-Dispatch/TN(days)
B.2.1.15.1.1	P-4	Other Non-Design<10 circuits/Dispatch/TN(days)
B.2.1.15.1.2	P-4	Other Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.1.15.2.1	P-4	Other Non-Design>=10 circuits/Dispatch/TN(days)

R&B (POTS)	4.47	24,100			6.535			
R&B (POTS)	8.11	285,934			1,352			
R&B (POTS)		59			10,732			
DS1/DS3	15.68	868	6.67	2	12,541	8,87792	1.0153	YES
DS1/DS3								
DS1/DS3								
R&B	10.50	76	9.00	2	11,529	8,26853	0.1822	YES
R&B	1.91	34	0.33	1	3,566	3,61772	0.4368	YES
R&B	0.33	15	0.33	1	0,000	0,00000		YES
R&B	3.16	19			4,425			
R&B&D - Disp	5.43	25,858	12.08	12	9,895	2,85710	-2.3272	NO
R&B&D - Disp	5.43	25,858			13,041			
R&B&D - Disp	11.04	80			11,828			
R&B&D - Disp	11.04	80			8,489			
ISDN - BRI	1.26	495			4,346			
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	4.25	1,419	4.00	1	2,662	2,66284	0.0939	YES
ADSL to Retail	3.78	2,146	3.19	19	0,876	0,20190	2.9222	YES
ADSL to Retail	4.33	3			1,528			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	4.47	24,437			1,356			
R&B - Disp	10.50	76			11,529			
R&B - Disp	10.50	76			3,566			
R&B (POTS) excl SB Or	4.47	24,100	3.44	3	6,535	3,77900	0.2730	YES
R&B (POTS) excl SB Or	1.45	131,189			1,824			
R&B (POTS) excl SB Or	8.11	59			10,732			
R&B (POTS) excl SB Or					4,425			
R&B - Disp	4.47	24,437			1,356			
R&B - Disp	10.50	76			11,529			
R&B - Disp	10.50	76			3,566			
R&B (POTS) excl SB Or	4.47	24,100	4.25	4	6,535	3,26758	0.0684	YES
R&B (POTS) excl SB Or	1.45	131,189	6.00	1	1,824	1,82373	-2.4952	NO
R&B (POTS) excl SB Or	8.11	59			10,732			
R&B (POTS) excl SB Or					4,425			
R&B - Disp	4.47	24,437			1,356			
R&B - Disp	10.50	76			11,529			
R&B - Disp	10.50	76			3,566			
R&B (POTS) excl SB Or	4.47	24,100	4.00	3	27,231	15,73654	1.1434	YES
R&B (POTS) excl SB Or	6.80	188			13,041			
R&B (POTS) excl SB Or	21.25	4			14,660			
R&B (POTS) excl SB Or	6.54	13			8,489			
R&B	4.47	24,437			6,606			
R&B	0.84	286,927	0.33	2	1,356	0,95868	0.5368	YES
R&B	10.50	76			11,529			

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B.2.1.15.2.2	P-4	Other Non-Design/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.1.16.2.1	P-4	INP (Standalone)/≥10 circuits/Dispatch/TN(days)
B.2.1.16.2.2	P-4	INP (Standalone)/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.1.17.1.2	P-4	LNP (Standalone)/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.17.2.1	P-4	LNP (Standalone)/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.18.1.2	P-4	Digital Loop < DS1/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.18.2.1	P-4	Digital Loop < DS1/≥10 circuits/Dispatch/TN(days)
B.2.1.18.2.2	P-4	Digital Loop > DS1/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.19.1.2	P-4	Digital Loop > DS1/≥10 circuits/Dispatch/TN(days)
B.2.1.19.2.1	P-4	Digital Loop ≥ DS1/≥10 circuits/Non-Dispatch/TN(days)
B.2.1.19.2.2	P-4	Digital Loop ≥ DS1/≥10 circuits/Non-Dispatch/TN(days)

B.2.2.1	Order Completion Interval within X days	
	P-4	XDSL (ADSL, HDSL and UCL) Loop with Conditioning/≤8 circuits/Dispatch/TN(days)

Hold Orders		
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN(days)
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN(days)
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN(days)
B.2.3.1.2.1	P-1	Switch Ports/≥10 circuits/Facility/TN(days)
B.2.3.1.2.2	P-1	Switch Ports/≥10 circuits/Equipment/TN(days)
B.2.3.1.2.3	P-1	Switch Ports/≥10 circuits/Other/TN(days)
B.2.3.2.1.1	P-1	Local Interface Transport/<10 circuits/Facility/TN(days)
B.2.3.2.1.2	P-1	Local Interface Transport/<10 circuits/Equipment/TN(days)
B.2.3.2.1.3	P-1	Local Interface Transport/<10 circuits/Other/TN(days)
B.2.3.2.2.1	P-1	Local Interface Transport/≥10 circuits/Facility/TN(days)
B.2.3.2.2.2	P-1	Local Interface Transport/≥10 circuits/Equipment/TN(days)
B.2.3.2.2.3	P-1	Local Interface Transport/≥10 circuits/Other/TN(days)
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN(days)
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN(days)
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN(days)
B.2.3.3.2.1	P-1	Loop + Port Combinations/≥10 circuits/Facility/TN(days)
B.2.3.3.2.2	P-1	Loop + Port Combinations/≥10 circuits/Equipment/TN(days)
B.2.3.3.2.3	P-1	Loop + Port Combinations/≥10 circuits/Other/TN(days)
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN(days)
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN(days)
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN(days)
B.2.3.4.2.1	P-1	Combo Other/≥10 circuits/Facility/TN(days)
B.2.3.4.2.2	P-1	Combo Other/≥10 circuits/Equipment/TN(days)
B.2.3.4.2.3	P-1	Combo Other/≥10 circuits/Other/TN(days)
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN(days)
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN(days)
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN(days)
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Facility/TN(days)
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Equipment/TN(days)
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Other/TN(days)
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN(days)
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN(days)
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN(days)
B.2.3.6.2.1	P-1	UNE ISDN/≥10 circuits/Facility/TN(days)
B.2.3.6.2.2	P-1	UNE ISDN/≥10 circuits/Equipment/TN(days)
B.2.3.6.2.3	P-1	UNE ISDN/≥10 circuits/Other/TN(days)
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN(days)
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN(days)
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN(days)
B.2.3.7.2.1	P-1	Line Sharing/≥10 circuits/Facility/TN(days)
B.2.3.7.2.2	P-1	Line Sharing/≥10 circuits/Equipment/TN(days)
B.2.3.7.2.3	P-1	Line Sharing/≥10 circuits/Other/TN(days)
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN(days)
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN(days)
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN(days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/≥10 circuits/Facility/TN(days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/≥10 circuits/Equipment/TN(days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/≥10 circuits/Other/TN(days)

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B.2.3.8.2.3	P-1	2W Analog Loop Design>=10 circuits/Other/TN(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design<10 circuits/Facility/TN(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design<10 circuits/Equipment/TN(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design<10 circuits/Other/TN(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design<=10 circuits/Facility/TN(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design<=10 circuits/Equipment/TN(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design<=10 circuits/Other/TN(days)
B.2.3.10.1	P-1	2W Analog Loop w/NP Design<10 circuits/Facility/TN(days)
B.2.3.10.1.1	P-1	2W Analog Loop w/NP Design<10 circuits/Equipment/TN(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/NP Design<10 circuits/Other/TN(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/NP Design>=10 circuits/Facility/TN(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/NP Design>=10 circuits/Equipment/TN(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/NP Design>=10 circuits/Other/TN(days)
B.2.3.11.1	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Facility/TN(days)
B.2.3.11.1.1	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Equipment/TN(days)
B.2.3.11.1.2	P-1	2W Analog Loop w/NP Non-Design<10 circuits/Other/TN(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/NP Non-Design>=10 circuits/Facility/TN(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/NP Non-Design>=10 circuits/Equipment/TN(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/NP Non-Design>=10 circuits/Other/TN(days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design<10 circuits/Facility/TN(days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design<10 circuits/Equipment/TN(days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design<10 circuits/Other/TN(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design>=10 circuits/Facility/TN(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design>=10 circuits/Equipment/TN(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design>=10 circuits/Other/TN(days)
B.2.3.13.1	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Facility/TN(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Equipment/TN(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design<10 circuits/Other/TN(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design>=10 circuits/Facility/TN(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design>=10 circuits/Equipment/TN(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design>=10 circuits/Other/TN(days)
B.2.3.14.1.1	P-1	Other Design<10 circuits/Facility/TN(days)
B.2.3.14.1.2	P-1	Other Design<10 circuits/Equipment/TN(days)
B.2.3.14.1.3	P-1	Other Design<10 circuits/Other/TN(days)
B.2.3.14.2.1	P-1	Other Design>=10 circuits/Facility/TN(days)
B.2.3.14.2.2	P-1	Other Design>=10 circuits/Equipment/TN(days)
B.2.3.14.2.3	P-1	Other Design>=10 circuits/Other/TN(days)
B.2.3.15.1.1	P-1	Other Non-Design<10 circuits/Facility/TN(days)
B.2.3.15.1.2	P-1	Other Non-Design<10 circuits/Equipment/TN(days)
B.2.3.15.1.3	P-1	Other Non-Design<10 circuits/Other/TN(days)
B.2.3.15.2.1	P-1	Other Non-Design>=10 circuits/Facility/TN(days)
B.2.3.15.2.2	P-1	Other Non-Design>=10 circuits/Equipment/TN(days)
B.2.3.15.2.3	P-1	Other Non-Design>=10 circuits/Other/TN(days)
B.2.3.16.1.1	P-1	INP (Standalone)<10 circuits/Facility/TN(days)
B.2.3.16.1.2	P-1	INP (Standalone)<10 circuits/Equipment/TN(days)
B.2.3.16.1.3	P-1	INP (Standalone)<10 circuits/Other/TN(days)
B.2.3.16.2.1	P-1	INP (Standalone)>=10 circuits/Facility/TN(days)
B.2.3.16.2.2	P-1	INP (Standalone)>=10 circuits/Equipment/TN(days)
B.2.3.16.2.3	P-1	INP (Standalone)>=10 circuits/Other/TN(days)
B.2.3.17.1.1	P-1	LNP (Standalone)<10 circuits/Facility/TN(days)
B.2.3.17.1.2	P-1	LNP (Standalone)<10 circuits/Equipment/TN(days)
B.2.3.17.1.3	P-1	LNP (Standalone)<10 circuits/Other/TN(days)
B.2.3.17.2.1	P-1	LNP (Standalone)>=10 circuits/Facility/TN(days)
B.2.3.17.2.2	P-1	LNP (Standalone)>=10 circuits/Equipment/TN(days)
B.2.3.17.2.3	P-1	LNP (Standalone)>=10 circuits/Other/TN(days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN(days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN(days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN(days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN(days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN(days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN(days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN(days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN(days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN(days)

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.19.2.2	Digital Loop >= DS1/ >= 10 circuits/Equipment/TN(days)	0.00	0						
B.2.3.19.2.3	Digital Loop >= DS1/ >= 10 circuits/Other/TN(days)	0.00	0						
% Jeopardies - Mechanized									
B.2.5.1	P-2 Switch Ports/TN(%)	0.31%	322,754	0.00%	1				YES
B.2.5.2	P-2 Local Interoffice Transport/TN(%)	24.07%	1,162	100.00%	2		0.42733	0.5619	NO
B.2.5.4	P-2 Combo Other/TN(%)	4.09%	23,142	100.00%	27		0.14000	-6.8508	YES
B.2.5.5	P-2 XDSL (ADSL, HDSL and UCL)/TN(%)	7.61%	4,847	0.00%	6		0.05118	1.4875	YES
B.2.5.6	P-2 UNE ISDN/TN(%)	7.86%	891	0.00%	3		0.11021	0.7128	YES
B.2.5.7	P-2 Line Sharing/TN(%)	7.81%	4,847	0.00%	3		0.15316	0.4970	YES
B.2.5.9	P-2 2W Analog Loop Non-Design/TN(%)	0.59%	167,852	0.00%	3		0.04436	0.1339	YES
B.2.5.10	P-2 2W Analog Loop w/NP Non-Design/TN(%)	0.31%	324,168						
B.2.5.11	P-2 2W Analog Loop w/NP Non-Design/TN(%)	0.59%	167,852	0.00%	1		0.07684	0.0773	YES
B.2.5.13	P-2 2W Analog Loop w/LNP Non-Design/TN(%)	0.59%	167,852	0.00%	1		0.30959	0.3466	YES
B.2.5.14	P-2 Other Non-Design/TN(%)	10.73%	1,752	0.00%	1		0.05559	0.0556	YES
B.2.5.15	P-2 INP (Standalone)/TN(%)	0.31%	324,168	0.00%	1				
B.2.5.16	P-2 Digital Loop >= DS1/TN(%)	0.31%	322,754	0.00%	1		0.05549	0.0557	YES
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							
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							
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							
B.2.8.9	P-2 2W Analog Loop Non-Design/TN(hours)	>= 48 hrs							
B.2.8.10	P-2 2W Analog Loop w/NP Non-Design/TN(hours)	>= 48 hrs							
B.2.8.11	P-2 2W Analog Loop w/LNP Non-Design/TN(hours)	>= 48 hrs							
B.2.8.12	P-2 2W Analog Loop w/LNP Non-Design/TN(hours)	>= 48 hrs							
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							
B.2.8.19	P-2 Digital Loop >= DS1/TN(hours)	>= 48 hrs							
% 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							
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							
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							
B.2.10.9	P-2 2W Analog Loop Non-Design/TN(%)	95% >= 48 hrs							
B.2.10.10	P-2 2W Analog Loop w/NP Non-Design/TN(%)	95% >= 48 hrs							
B.2.10.11	P-2 2W Analog Loop w/LNP Non-Design/TN(%)	95% >= 48 hrs							
B.2.10.12	P-2 2W Analog Loop w/LNP Non-Design/TN(%)	95% >= 48 hrs							
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							
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							
B.2.10.19	P-2 Digital Loop >= DS1/TN(%)	95% >= 48 hrs							
Coordinated Customers Conversions									
B.2.12.1	P-7 Loops with INP/TN(%)	>= 95% w in 15 min							
% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A Time-Specific SL/TN(%)	<= 5%							YES
B.2.13.3	P-7A Non-Time Specific SL/TN(%)	<= 5%							YES
B.2.13.4	P-7A Non-Time Specific SL2/TN(%)	<= 5%							YES

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Hot Cut Timeliness	
B.2.14.1	P-7A Time-Specific SL1/TN(%)
B.2.14.3	P-7A Non-Time Specific SL1/TN(%)
B.2.14.4	P-7A Non-Time Specific SL2/TN(%)
% Hot Cuts > 15 minutes Late	
B.2.15.1	P-7A Time-Specific SL1/TN(%)
B.2.15.3	P-7A Non-Time Specific SL1/TN(%)
B.2.15.4	P-7A Non-Time Specific SL2/TN(%)
% Provisioning Troubles within 7 Days - Hot Cuts	
B.2.17.1.2	P-7G UNE Loop Design/Non-Dispatch/TN(%)
B.2.17.2.1	P-7G UNE Loop Non-Design/Dispatch/TN(%)
B.2.17.2.2	P-7G UNE Loop Non-Design/Non-Dispatch/TN(%)
% Missed Installation Appointments	
B.2.18.1.1.1	P-3 Switch Ports<10 circuits/Dispatch/TN(%)
B.2.18.1.1.2	P-3 Switch Ports<10 circuits/Non-Dispatch/TN(%)
B.2.18.1.2.1	P-3 Switch Ports>=10 circuits/Dispatch/TN(%)
B.2.18.1.2.2	P-3 Switch Ports>=10 circuits/Non-Dispatch/TN(%)
B.2.18.2.1.1	P-3 Local Interfaces Transport<10 circuits/Dispatch/TN(%)
B.2.18.2.1.2	P-3 Local Interfaces Transport<10 circuits/Non-Dispatch/TN(%)
B.2.18.2.2.1	P-3 Local Interfaces Transport>=10 circuits/Dispatch/TN(%)
B.2.18.2.2.2	P-3 Local Interfaces Transport>=10 circuits/Non-Dispatch/TN(%)
B.2.18.3.1.1	P-3 Loop + Port Combinations<=10 circuits/Dispatch/TN(%)
B.2.18.3.1.2	P-3 Loop + Port Combinations<=10 circuits/Non-Dispatch/TN(%)
B.2.18.3.2.1	P-3 Loop + Port Combinations>=10 circuits/Switch Based Orders/TN(%)
B.2.18.3.2.2	P-3 Loop + Port Combinations>=10 circuits/Dispatch In/TN(%)
B.2.18.4.1.1	P-3 Combo Other<10 circuits/Dispatch/TN(%)
B.2.18.4.1.2	P-3 Combo Other<10 circuits/Non-Dispatch/TN(%)
B.2.18.4.2.1	P-3 Combo Other>=10 circuits/Dispatch In/TN(%)
B.2.18.4.2.2	P-3 Combo Other>=10 circuits/Dispatch In/TN(%)
B.2.18.5.1.1	P-3 XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(%)
B.2.18.5.2.1	P-3 XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(%)
B.2.18.6.1.1	P-3 XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.2.1	P-3 UNE ISDN<=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.2.2	P-3 UNE ISDN>=10 circuits/Dispatch/TN(%)
B.2.18.6.3.1	P-3 UNE ISDN>=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.3.2	P-3 UNE ISDN>=10 circuits/Dispatch/TN(%)
B.2.18.7.1.1	P-3 Line Sharing<10 circuits/Non-Dispatch/TN(%)
B.2.18.7.1.2	P-3 Line Sharing>=10 circuits/Dispatch/TN(%)
B.2.18.7.2.1	P-3 Line Sharing<=10 circuits/Non-Dispatch/TN(%)
B.2.18.7.2.2	P-3 Line Sharing>=10 circuits/Dispatch/TN(%)
B.2.18.8.1.1	P-3 2W Analog Loop Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.8.1.2	P-3 2W Analog Loop Design>=10 circuits/Dispatch/TN(%)
B.2.18.8.2.1	P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.8.2.2	P-3 2W Analog Loop Design>=10 circuits/Dispatch/TN(%)
B.2.18.9.1.1	P-3 2W Analog Loop Non-Design<10 circuits/Dispatch In/TN(%)
B.2.18.9.1.2	P-3 2W Analog Loop Non-Design<10 circuits/Dispatch In/TN(%)
B.2.18.9.2.1	P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.9.2.2	P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch In/TN(%)
B.2.18.10.1.1	P-3 2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3 2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1.1	P-3 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.11.1.2	P-3 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch In/TN(%)
B.2.18.11.2.1	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.2	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch In/TN(%)
B.2.18.12.1.1	P-12 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12 2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.13.1.2	P-12 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/TN(%)
B.2.18.13.2.1	P-12 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.2	P-12 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/TN(%)
B.2.18.14.1.1	P-3 Other Design<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3 Other Design<10 circuits/Non-Dispatch/TN(%)

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B.2.18.14.2.1	P-3	Other Design/≥10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standard)≤10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standard)≤10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standard)≤10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standard)≤10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standard)≤10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standard)≤10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-3	Digital Loop < DS1/≤10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-3	Digital Loop < DS1/≤10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/≤10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/≤10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop >= DS1/≥10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop >= DS1/≥10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports/≥10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1.1	P-9	Local Interface Transport<10 circuits/Dispatch/TN(%)
B.2.19.2.1.2	P-9	Local Interface Transport<10 circuits/Non-Dispatch/TN(%)
B.2.19.2.2.1	P-9	Local Interface Transport/≥10 circuits/Dispatch/TN(%)
B.2.19.2.2.2	P-9	Local Interface Transport/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.3.3.1	P-9	Loop + Port Combinations/≥10 circuits/Dispatch/TN(%)
B.2.19.3.3.2	P-9	Loop + Port Combinations/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.4.1.1	P-9	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.19.4.1.2	P-9	Combo Other/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.4.2.1	P-9	Combo Other/≥10 circuits/Dispatch/TN(%)
B.2.19.4.2.2	P-9	Combo Other/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.5.2.1	P-9	ADSL (ADSL, HDSL, and UCL)/≥10 circuits/Dispatch/TN(%)
B.2.19.5.2.2	P-9	ADSL (ADSL, HDSL, and UCL)/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1.1	P-9	UNE ISDN/≥10 circuits/Dispatch/TN(%)
B.2.19.6.1.2	P-9	UNE ISDN/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.6.2.1	P-9	UNE ISDN/≥10 circuits/Dispatch/TN(%)
B.2.19.6.2.2	P-9	UNE ISDN/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.7.1.1	P-9	Line Sharing/≥10 circuits/Dispatch/TN(%)
B.2.19.7.1.2	P-9	Line Sharing/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.7.2.1	P-9	2W Analog Loop Design/≥10 circuits/Dispatch/TN(%)
B.2.19.7.2.2	P-9	2W Analog Loop Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.8.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.8.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.9.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.9.2.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.10.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.10.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.10.2.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.10.2.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.11.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.11.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.11.2.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.11.2.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.12.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.12.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.12.2.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.12.2.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)
B.2.19.13.1.1	P-9	2W Analog Loop Non-Design/≥10 circuits/Dispatch/TN(%)
B.2.19.13.1.2	P-9	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design	25.00%	4						
Design	0.00%	13						
R&B (POTS)	4.16%	26,518	0.00%	4		0.09988	0.4168	YES
R&B (POTS)	0.06%	296,310	0.00%	2		0.01766	0.0353	YES
R&B	12.36%	89						
R&B	2.94%	34						
R&B (POTS)	4.20%	26,176						
R&B (POTS)	0.06%	295,309	0.00%	1		0.02468	0.0247	YES
R&B (POTS)	8.45%	71						
R&B (POTS)	4.20%	26,176	0.00%	2		0.14182	0.2960	YES
R&B (POTS)	8.45%	71	0.00%	1		0.28010	0.3017	YES
R&B (POTS)	0.15%	3,385	0.00%	4				
Digital Loop < DS1	0.00%	6						
Digital Loop < DS1	0.66%	151						
Digital Loop >= DS1	0.00%	2						
Digital Loop >= DS1	0.00%	13						
R&B (POTS)	5.41%	25,079						
R&B (POTS)	3.04%	245,360						
R&B (POTS)	7.25%	69						
R&B (POTS)	0.00%	2						
DS1/DS3	2.94%	579	0.00%	1		0.16886	0.1738	YES
DS1/DS3	0.00%	2						
DS1/DS3	7.59%	79	0.00%	2		0.18968	0.4004	YES
R&B	0.00%	31	0.00%	3		0.00000		YES
R&B	0.00%	11	0.00%	2		0.00000		YES
R&B	0.00%	20	0.00%	1		0.00000		YES
R&B&D - Disp	5.18%	26,898	5.67%	15		0.05723	-0.2592	YES
R&B&D - Disp	5.18%	26,898						
R&B&D - Disp	7.50%	80						
R&B&D - Disp	7.50%	80						
ADSL to Retail	9.30%	2,979						
ADSL to Retail	33.33%	6						
ADSL to Retail	0.75%	400						
ISDN - BRI	0.00%	1						
ISDN - BRI								
ADSL to Retail	9.91%	2,663	0.00%	10		0.09488	1.0471	YES
ADSL to Retail	33.33%	6						
ADSL to Retail	5.35%	25,430						
R&B - Disp	7.59%	79	0.00%	1		0.26659	0.2849	YES
R&B - Disp	7.59%	79						
R&B (POTS) excl SB Or	5.41%	25,079	10.53%	19		0.05194	-0.9841	YES
R&B (POTS) excl SB Or	3.00%	118,452						
R&B (POTS) excl SB Or	7.25%	69						
R&B (POTS) excl SB Or	5.35%	25,430						
R&B - Disp	5.35%	25,430						
R&B - Disp	7.59%	79						
R&B - Disp	7.59%	79						
R&B (POTS) excl SB Or	5.41%	25,079						
R&B (POTS) excl SB Or	3.00%	118,452						
R&B (POTS) excl SB Or	7.25%	69						
R&B (POTS) excl SB Or	5.35%	25,430						
R&B - Disp	7.59%	79						
R&B - Disp	7.59%	79						
R&B (POTS) excl SB Or	5.41%	25,079						
R&B (POTS) excl SB Or	3.00%	118,452						

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B.2.19.13.2.1	P-9	2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch/TN(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch In/TN(%)
B.2.19.14.1.1	P-9	Other Design<10 circuits/Dispatch/TN(%)
B.2.19.14.1.2	P-9	Other Design<10 circuits/Dispatch/TN(%)
B.2.19.14.2.1	P-9	Other Design<10 circuits/Dispatch/TN(%)
B.2.19.14.2.2	P-9	Other Design<10 circuits/Dispatch/TN(%)
B.2.19.15.1.1	P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.19.15.1.2	P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.19.15.2.1	P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.19.15.2.2	P-9	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.19.16.1.1	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.16.1.2	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.16.2.1	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.16.2.2	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.17.1.1	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.17.2.1	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.17.2.2	P-9	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
B.2.21.1.1.2	P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
B.2.21.1.2.1	P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
B.2.21.1.2.2	P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
B.2.21.2.1.1	P-5	Local Interface Transport<10 circuits/Dispatch/TN(hours)
B.2.21.2.1.2	P-5	Local Interface Transport<10 circuits/Dispatch/TN(hours)
B.2.21.2.2.1	P-5	Local Interface Transport<10 circuits/Dispatch/TN(hours)
B.2.21.2.2.2	P-5	Local Interface Transport<10 circuits/Dispatch/TN(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.1	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.2	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.4.2.1	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.4.2.4	P-5	Combo Other<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL, and UCL)<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL, and UCL)<10 circuits/Dispatch/TN(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL, and UCL)<10 circuits/Dispatch/TN(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL, and UCL)<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.1	P-5	UNE (ISDN)<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.2	P-5	UNE (ISDN)<10 circuits/Dispatch/TN(hours)
B.2.21.6.2.1	P-5	UNE (ISDN)<10 circuits/Dispatch/TN(hours)
B.2.21.6.2.2	P-5	UNE (ISDN)<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.1	P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.2	P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
B.2.21.7.2.1	P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
B.2.21.7.2.2	P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design<10 circuits/Dispatch/TN(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design<10 circuits/Dispatch/TN(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.2	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.9.2.2	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or	7.25%	69						
R&B (POTS) excl SB Or	2.32%	1,468	0.00%	14		0.04039	0.5734	YES
Design	0.59%	169						
Design	0.00%	1						
Design	0.00%	17						
R&B	5.35%	25,430						
R&B	3.03%	246,422	0.00%	1		0.17149	0.1769	YES
R&B	7.59%	79						
R&B (POTS)	0.00%	31						
R&B (POTS)	5.41%	25,079						
R&B (POTS)	3.04%	245,360	0.00%	1		0.17178	0.1772	YES
R&B (POTS)	7.25%	69						
R&B (POTS)	0.00%	2						
R&B (POTS)	5.41%	25,079						
R&B (POTS)	7.25%	69						
R&B (POTS)	0.00%	2	0.00%	4		0.00000		YES
Digital Loop < DS1	7.80%	3,568						
Digital Loop < DS1	23.57%	7						
Digital Loop < DS1	0.00%	1						
Digital Loop >= DS1	0.00%	151						
Digital Loop >= DS1	0.00%	17						
R&B (POTS)	1.66	23,341			9.629			
R&B (POTS)	1.29	276,465			7,151			
R&B (POTS)	2.98	58			11,491			
R&B (POTS)	14.25	743			111,340			
DS1/DS3 - Interface								
DS1/DS3 - Interface								
DS1/DS3 - Interface								
R&B	2.55	70	0.02	3	10,491	6.18530	0.4091	YES
R&B	0.99	31			1,837			
R&B	0.49	13			0,291			
R&B	1.36	18			2,357			
R&B	5.86	24,678			143,063			
R&B&D - Disp								
R&B&D - Disp	4.68	72			21,061			
R&B&D - Disp								
R&B&D - Disp	7.05	1,847			21,093			
ADSL to Retail	0.93	2,391			4,784			
ADSL to Retail	9.31	5			20,778			
ADSL to Retail								
ISDN - BRI	2.33	298	0.03	6	10,648	4.39055	0.5254	YES
ISDN - BRI	4.03	445			28,549			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	7.05	1,847			21,093			
ADSL to Retail	0.93	2,391	0.51	15	4,784	1.23902	0.3400	YES
ADSL to Retail	9.31	5			20,778			
ADSL to Retail								
R&B - Disp	1.67	23,633			7,272			
R&B - Disp	2.55	70	0.02	2	10,491	7.52395	0.3364	YES
R&B - Disp	2.55	70			1,837			
R&B (POTS) excl SB Or	1.66	23,341	0.02	3	9,629	5.55992	0.2946	YES
R&B (POTS) excl SB Or	0.82	129,536			5,051			
R&B (POTS) excl SB Or	2.98	58			11,491			
R&B (POTS) excl SB Or								
R&B - Disp	1.67	23,633			9,643			
R&B - Disp	1.67	23,633			7,272			
R&B - Disp	2.55	70			10,491			
R&B - Disp	2.55	70			1,837			
R&B (POTS) excl SB Or	1.66	23,341			9,629			
R&B (POTS) excl SB Or	0.82	129,536			5,051			

BellSouth Monthly State Summary
Tennessee, January 2002

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BellSouth Monthly State Summary **Tennessee, January 2002**

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)
B.3.2.12.1	M&R-2	LNP (Stand-alone)/Dispatch/TN(%)
B.3.2.12.2	M&R-2	LNP (Stand-alone)/Non-Dispatch/TN(%)

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)
B.3.3.2	M&R-3	Local Interface Transport/Dispatch/TN(hours)
B.3.3.2.1	M&R-3	Local Interface Transport/Non-Dispatch/TN(hours)
B.3.3.2.2	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.2.3	M&R-3	Combo Other/Non-Dispatch/TN(hours)
B.3.3.2.4	M&R-3	XDSL (ADSL, HDSL, and UCL)/Dispatch/TN(hours)
B.3.3.2.5	M&R-3	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/TN(hours)
B.3.3.2.6	M&R-3	ISDN (ISDN)/Dispatch/TN(hours)
B.3.3.2.7	M&R-3	ISDN (ISDN)/Non-Dispatch/TN(hours)
B.3.3.2.8	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.2.9	M&R-3	Line Sharing/Non-Dispatch/TN(hours)
B.3.3.2.10	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.2.11	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)
B.3.3.2.12	M&R-3	Other Design/Dispatch/TN(hours)
B.3.3.2.13	M&R-3	Other Design/Non-Dispatch/TN(hours)
B.3.3.2.14	M&R-3	Other Non-Design/Dispatch/TN(hours)
B.3.3.2.15	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)
B.3.3.2.16	M&R-3	LNP (Stand-alone)/Dispatch/TN(hours)
B.3.3.2.17	M&R-3	LNP (Stand-alone)/Non-Dispatch/TN(hours)

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)
B.3.4.2	M&R-4	Local Interface Transport/Dispatch/TN(%)
B.3.4.2.1	M&R-4	Local Interface Transport/Non-Dispatch/TN(%)
B.3.4.2.2	M&R-4	Combo Other/Dispatch/TN(%)
B.3.4.2.3	M&R-4	Combo Other/Non-Dispatch/TN(%)
B.3.4.2.4	M&R-4	XDSL (ADSL, HDSL, and UCL)/Dispatch/TN(%)
B.3.4.2.5	M&R-4	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/TN(%)
B.3.4.2.6	M&R-4	ISDN (ISDN)/Dispatch/TN(%)
B.3.4.2.7	M&R-4	ISDN (ISDN)/Non-Dispatch/TN(%)
B.3.4.2.8	M&R-4	Line Sharing/Dispatch/TN(%)
B.3.4.2.9	M&R-4	Line Sharing/Non-Dispatch/TN(%)
B.3.4.2.10	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.4.2.11	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.4.2.12	M&R-4	Other Design/Dispatch/TN(%)
B.3.4.2.13	M&R-4	Other Design/Non-Dispatch/TN(%)
B.3.4.2.14	M&R-4	Other Non-Design/Dispatch/TN(%)
B.3.4.2.15	M&R-4	Other Non-Design/Non-Dispatch/TN(%)
B.3.4.2.16	M&R-4	LNP (Stand-alone)/Dispatch/TN(%)
B.3.4.2.17	M&R-4	LNP (Stand-alone)/Non-Dispatch/TN(%)

Out of Service > 24 hours

B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)
B.3.5.2	M&R-5	Local Interface Transport/Dispatch/TN(%)
B.3.5.2.1	M&R-5	Local Interface Transport/Non-Dispatch/TN(%)
B.3.5.2.2	M&R-5	Combo Other/Dispatch/TN(%)
B.3.5.2.3	M&R-5	Combo Other/Non-Dispatch/TN(%)
B.3.5.2.4	M&R-5	XDSL (ADSL, HDSL, and UCL)/Dispatch/TN(%)
B.3.5.2.5	M&R-5	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/TN(%)
B.3.5.2.6	M&R-5	ISDN (ISDN)/Dispatch/TN(%)
B.3.5.2.7	M&R-5	ISDN (ISDN)/Non-Dispatch/TN(%)
B.3.5.2.8	M&R-5	Line Sharing/Dispatch/TN(%)
B.3.5.2.9	M&R-5	Line Sharing/Non-Dispatch/TN(%)
B.3.5.2.10	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.5.2.11	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.5.2.12	M&R-5	Other Design/Dispatch/TN(%)
B.3.5.2.13	M&R-5	Other Design/Non-Dispatch/TN(%)
B.3.5.2.14	M&R-5	Other Non-Design/Dispatch/TN(%)
B.3.5.2.15	M&R-5	Other Non-Design/Non-Dispatch/TN(%)

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
1.85%	2,391,227						
0.98%	2,391,227						
0.98%	2,391,227						

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
22.92	44,198			22,050			
9.58	23,532			19,088			
3.28	365	0.00	0	2,371			YES
1.91	304	0.00	0	7,985			YES
22.49	45,349	5.59	10	21,964	6,946.47	2.4331	YES
22.49	45,349	2.95	1	17,014	17,014.51	1.484	YES
75.86	463	10.16	14	274,989	74,599.36	0.8806	YES
3.82	639	1.20	1	18,910	18,910.28	0.1386	YES
11.96	273	7.34	25	16,031	3,780.15	1.2234	YES
4.09	337	19.63	10	13,468	4,321.64	-3.5954	NO
75.85	463	28.25	1	274,989	275,295.39	0.1693	YES
3.82	639	13.17	27	18,910	3,715.42	-2.5149	NO
22.92	44,044	23.11	2	21,208	14,966.73	-0.0125	YES
9.59	20,802	0.00	0	15,244			YES
5.87	1,369	0.00	0	11,410			YES
2.86	1,672	0.00	0	10,475			YES
22.79	44,637	8.23	16	21,211	5,303.60	2.7449	YES
9.50	23,825	6.01	5	14,825	6,606.4	0.5262	YES
22.92	44,198			22,050			
9.56	23,532			19,088			

R&B (POTS) excl SB FT **R&B (POTS) excl SB FT**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
17.82%	44,198						
14.22%	23,532						
23.45%	365	0.00%	0				YES
11.18%	304	0.00%	0				YES
17.83%	45,349	20.00%	10		0.12106	-0.1790	YES
17.83%	45,349	100.00%	1		0.38279	-2.1465	NO
18.79%	463	7.14%	14		0.10597	1.0992	YES
16.28%	639	0.00%	1		0.36943	0.4408	YES
20.89%	273	16.00%	25		0.08493	0.5745	YES
18.40%	337	10.00%	1		0.13433	0.6754	YES
18.79%	463	0.00%	1		0.39106	0.4805	YES
16.28%	639	22.22%	27		0.07283	-0.8199	YES
14.19%	44,044	0.00%	2		0.27042	0.6578	YES
21.84%	1,369	0.00%	0				YES
20.22%	1,672	0.00%	0				YES
17.79%	44,637	12.50%	16		0.09563	0.5534	YES
14.17%	23,825	0.00%	5		0.15600	0.9086	YES
17.82%	44,198						
14.22%	23,532						

R&B (POTS) excl SB FT **R&B (POTS) excl SB FT**

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
31.14%	27,049						
17.45%	7,517						
0.00%	365	0.00%	0				YES
0.00%	304	0.00%	0				YES
30.11%	23,147	0.00%	10		0.14509	2.0782	YES
30.11%	23,147	0.00%	1		0.45874	0.6564	YES
48.38%	463	14.29%	14		0.13556	2.5150	YES
3.44%	639	0.00%	1		0.18247	0.1887	YES
11.72%	273	8.00%	25		0.08722	0.5537	YES
2.96%	336	10.00%	10		0.05453	-1.2881	YES
48.38%	463	0.00%	0				YES
3.44%	639	0.00%	0				YES
31.14%	27,041	0.00%	1		0.46308	0.6725	YES
17.22%	7,445	0.00%	0				YES
2.63%	1,369	0.00%	0				YES
0.90%	1,672	0.00%	0				YES
30.94%	27,289	0.00%	13		0.12823	2.4127	YES

R&B (POTS) excl SB FT **R&B (POTS) excl SB FT**

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B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	17.12%	7,675	0.00%	1		0.37671	0.4545	YES
R&B (POTS)	31.14%	27,049						
R&B (POTS)	17.45%	7,517						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
Reject Interval										
C.1.2	O-3 Local Interconnection Trunks/TN(%)	>= 85% w/in 4 days			100.00%	27				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		25.83	6	19.30	10	11.374	5.87348	1.1123
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%	6	0.00%	9	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		0.00%	6	0.00%	10	0.00000		YES
Average Completion Notice Interval										
C.2.7	P-5 Local Interconnection Trunks/TN(hours)	Parity w Retail		44.72	6	22.64	10	71.480	36.91723	0.5979
Service Order Accuracy										
C.2.11.1.1	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%	29				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	11				YES
Local Interconnection Trunks - Maintenance and Repair										
Missed Repair Appointments										
C.3.1.1	M&R-1 Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail		0.00%	0	0.00%	1			YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail		0.00%	48	0.00%	4	0.00000		YES
Maintenance Average Duration										
C.3.3.1	M&R-3 Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail		0.00	0	2.62	1			NO
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail		0.45	48	3.20	4	1.603	0.83402	-3.2973
% 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%	1			YES
C.3.4.2	M&R-4 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail		0.00%	48	0.00%	4	0.00000		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%	1			YES
C.3.5.2	M&R-5 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail		0.00%	48	0.00%	4	0.00000		YES
Local Interconnection Trunks - Billing										
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1 TN	>0.5% diff 2 consec. Hrs			0					YES

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	Collocation - Collocation				
	Average Response Time				
E.1.1.1	C-1 Virtual/TN(calendar days)				
E.1.1.2	C-1 Physical Caged/TN(calendar days)				
E.1.1.3	C-1 Physical Cageless/TN(calendar days)				
	Average Arrangement Time				
E.1.2.1	C-2 Virtual-Ordinary/TN(calendar days)				
E.1.2.2	C-2 Virtual-Extraordinary/TN(calendar days)				
E.1.2.3	C-2 Physical Caged-Ordinary/TN(calendar days)				
E.1.2.4	C-2 Physical Cageless-Ordinary/TN(calendar days)				
E.1.2.5	C-2 Physical Cageless-Extraordinary/TN(calendar days)				
	% Due Dates Missed				
E.1.3.1	C-3 Virtual/TN(%)				
E.1.3.2	C-3 Physical/TN(%)				

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Pre-Ordering										
F.2.1	Loop Makeup Inquiry (Manual)									
	PO-1	Loop/TN(%)	>= 95% w in 3 bus days		100.00%	5				YES
General - Ordering										
F.3.1 F.3.1.2	Service Inquiry with Firm Order									
	O-10	ADSL HDSL and UCL/TN(%)	>= 95% w in 5 bus days		100.00%	21				YES
	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days							
General - Ordering										
General - Maintenance Center										
General - Operator Services (Toll)										
F.6.1	Average Speed to Answer									
	OS-1	TN(seconds)	PBD		5.45					PBD
F.6.2	% Answered in 10 seconds									
	OS-2	TN(%)	PBD		78.80%					PBD
General - Directory Assistance										
F.7.1	Average Speed to Answer									
	DA-1	TN(seconds)	PBD		4.33					PBD
F.7.2	% Answered in 10 seconds									
	DA-2	TN(%)	PBD		86.50%					PBD
General - Change Management										
F.10.1	% Software Release Notices Sent On Time									
	CM-1	TN(%)	>= 95% w in 30 days		50.00%	2				NO
F.10.2	Average Software Release Notice Delay Days									
	CM-2	TN(average)	>= 22 days prior to release		26	1				YES
F.10.3	% Change Management Documentation Sent On Time									
	CM-3A	TN(%)	>= 95% w in 30 days		100.00%	2				YES
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time									
	CM-3B	TN(%)	>= 95% w in 5 days							
F.10.5	Average Documentation Release Delay Days									
	CM-4	TN(average)	>= 22 days prior to release							
F.10.6	% CLEC Interface Outages Sent within 15 Minutes									
	CM-5	TN(%)	>= 97% w in 15 min		100.00%	20				YES
General - New Business Requests										
F.11.1	% New Business Requests Processed within 30 Business Days									
	BFR-1	Region(%)	>= 90% w in 20 bus days							
F.11.2.1 F.11.2.2 F.11.2.3	% Quotes Provided within X Business Days									
	BFR-2A	Region(%)	>= 90% w in 10 bus days							
	BFR-2B	Region(%)	>= 90% w in 30 bus days							
	% Quotes Provided within X Business Days									
	BFR-2C	Region(%)	>= 90% w in 60 bus days							
General - Database Updates										

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F13.1.1 F13.1.2 F13.1.3	Average Database Update Interval									
	D-1	[LD8/TN(hours)								
	D-1	[Directory Listings/TN(hours)								
	D-1	[Directory Assistance/TN(hours)								

F14.1	General - Network Outage Notification									
	Mean Time to Notify CLEC of Major Network Outages									
	M&P-7	[Region(minutes)								

Benchmark / Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

ZScore

Equity

P80	3.40	24	3.40	24	P80
P80	0.08	27	0.08	27	P80
P80	4.14	27	3.86	27	P80

Parity w Retail	195	4	180	4	YES
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