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TN REGULATORY AUTHORITY
DOCKET ROOM

November 8, 2002

VIA HAND DELIVERY

Hon. Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996*
Docket No. 97-00309

Dear Chairman Kyle:

Enclosed are the original and fourteen copies of BellSouth's response to the Staff's data request of October 22, 2002. Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks (GJ)

Guy M. Hicks

GMH:ch

469210

CERTIFICATE OF SERVICE

I hereby certify that on November 8, 2002, a copy of the foregoing document was served on the parties of record, via hand delivery, facsimile, overnight or US Mail, addressed as follows:

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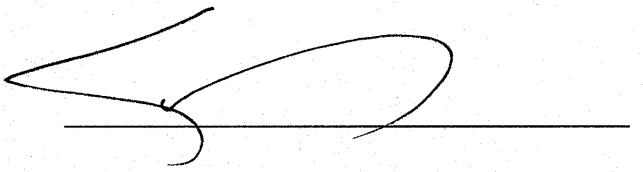
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REQUEST: Please indicate the date the Interim Georgia SEEM plan went into effect for Tennessee.

RESPONSE: The Interim Georgia SEEM plan went into effect for Tennessee in August, 2002.

REQUEST: For each Tier I SEEM payment due a CLEC and all Tier II SEEM payments due the state, submit an itemized list of all measures or sub-measures in which these payments arose for the reported month and the corresponding dollar amount and the date paid. Provide the internal report used to calculate the payment due.

RESPONSE: See the attached spreadsheet which details BellSouth's SEEMs payments made on October 15, 2002 based on August 2002 data. SEEMs payments are made on the fifteenth of the second month following the reporting month, therefore, payment on September data would not be made until November 15, 2002. Tier II payments are due only after three months of certain failures in accordance with the terms of the SEEMS plan; hence the earliest that Tier II payments could be due would be following October data.

Sum of SUM(B.RMDY_UNIT_AMT)			FAIL_YR_MTH_NUM	
ST_CD	TIER_NUM	SUBM_DESC	200208	Grand Total
TN	1	Acknowledgement Completeness	$ 222.02	$ 222.02
		Billing Invoice Accuracy	$ 3,714.61	$ 3,714.61
		Billing Mean Time to Deliver Invoices -- CABS	$ 363.04	$ 363.04
		Billing Mean Time to Deliver Invoices -- CRIS	$ 125.00	$ 125.00
		Customer Trouble Report Rate - Design	$ 200.04	$ 200.04
		Customer Trouble Report Rate - IC-Trunks	$ 100.02	$ 100.02
		Customer Trouble Report Rate - POTS	$ 800.14	$ 800.14
		Customer Trouble Report Rate - UNE Loops	$ 102,016.78	$ 102,016.78
		Customer Trouble Report Rate - UNE Loops and Port Combos	$ 5,600.92	$ 5,600.92
		Firm Order Confirmation Timeliness (Mechanized only)	$ 880.15	$ 880.15
		Firm Order Confirmation Timeliness (Partially Mechanized)	$ 920.16	$ 920.16
		Maintenance Average Duration - IC Trunks	$ 100.02	$ 100.02
		Maintenance Average Duration - POTS	$ 1,000.19	$ 1,000.19
		Maintenance Average Duration - UNE Line Sharing	$ 5,200.85	$ 5,200.85
		Maintenance Average Duration - UNE Loop and Port Combos	$ 400.07	$ 400.07
		Maintenance Average Duration - UNE Loops	$ 800.14	$ 800.14
		Maintenance Average Duration - UNE XDSL	$ 400.07	$ 400.07
		Order Completion Interval - POTS	$ 800.15	$ 800.15
		Order Completion Interval - UNE Loop and Port Combos	$ 233,238.34	$ 233,238.34
		Order Completion Interval - UNE Loops	$ 1,200.21	$ 1,200.21
		Order Completion Interval -UNE Line Sharing	$ 4,000.66	$ 4,000.66
		Order Completion Interval -UNE XDSL without Conditioning	$ 2,000.33	$ 2,000.33
		Percent Flow-Through Service Request (Detail) -Business	$ 1,355.22	$ 1,355.22
		Percent Flow-Through Service Request (Detail) -LNP	$ 496.09	$ 496.09
		Percent Flow-Through Service Request (Detail) -Residence	$ 10,411.71	$ 10,411.71
		Percent Flow-Through Service Request (Detail) -UNE	$ 11,364.87	$ 11,364.87
		Percent Missed Installation Appointments - POTS	$ 1,000.18	$ 1,000.18
		Percent Missed Installation Appointments - UNE Line Sharing	$ 400.07	$ 400.07
		Percent Missed Installation Appointments - UNE Loop and Port Combos	$ 4,000.68	$ 4,000.68
		Percent Missed Installation Appointments - UNE Loops	$ 800.14	$ 800.14
		Percent Missed Repair Appointments - POTS	$ 600.12	$ 600.12
		Percent Missed Repair Appointments - UNE Line Sharing	$ 400.07	$ 400.07
		Percent Missed Repair Appointments - UNE Loop and Port Combos	$ 10,401.71	$ 10,401.71
		Percent Provisioning Troubles within 30 Days - POTS	$ 1,200.22	$ 1,200.22
		Percent Provisioning Troubles within 30 Days - UNE Line Sharing	$ 4,800.79	$ 4,800.79
		Percent Provisioning Troubles within 30 Days - UNE Loops	$ 1,600.28	$ 1,600.28
		Percent Repeat Troubles within 30 Days - POTS	$ 900.16	$ 900.16
		Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	$ 1,200.21	$ 1,200.21
		Percent Repeat Troubles within 30 days - UNE Loops	$ 1,600.28	$ 1,600.28
		Reject Interval (Mechanized only)	$ 4,240.70	$ 4,240.70
		Usage Data Delivery Accuracy	$ 8.00	$ 8.00
	1 Total		$ 420,865.41	$ 420,865.41
TN Total			$ 420,865.41	$ 420,865.41
Grand Total			$ 420,865.41	$ 420,865.41

REQUEST: Please provide an electronic version, in Excel format, of the Monthly State Summary (MSS) of SQM results for May and June. Note: when the current SQM results are posted on PMAP, previous months results are removed. Therefore, the Authority does not have the SQM results for the months prior to the time of the settlement in Docket 97-00309.

RESPONSE: See attached CD.

BellSouth Monthly State Summary
Tennessee, May 2002

				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Resale - Ordering												
% Rejected Service Requests - Mechanized												
A.1.1.1	O-7	Residence/TN (%)		Diagnostic			6.49%	13,461				Diagnostic
A.1.1.2	O-7	Business/TN (%)		Diagnostic			18.25%	252				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)		Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/TN (%)		Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/TN (%)		Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/TN (%)		Diagnostic								Diagnostic
% Rejected Service Requests - Partially Mechanized												
A.1.2.1	O-7	Residence/TN (%)		Diagnostic			23.13%	1,336				Diagnostic
A.1.2.2	O-7	Business/TN (%)		Diagnostic			50.00%	144				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)		Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)		Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/TN (%)		Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN (%)		Diagnostic			0.00%	4				Diagnostic
% Rejected Service Requests - Non-Mechanized												
A.1.3.1	O-7	Residence/TN (%)		Diagnostic			45.34%	161				Diagnostic
A.1.3.2	O-7	Business/TN (%)		Diagnostic			52.46%	183				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)		Diagnostic			30.95%	42				Diagnostic
A.1.3.4	O-7	PBX/TN (%)		Diagnostic			53.33%	15				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)		Diagnostic			44.44%	9				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)		Diagnostic			25.49%	51				Diagnostic
Reject Interval - Mechanized												
A.1.4.1	O-8	Residence/TN (%)		>= 97% w in 1 hr			96.46%	876				NO
A.1.4.2	O-8	Business/TN (%)		>= 97% w in 1 hr			95.74%	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			84.08%	314				NO
A.1.7.2	O-8	Business/TN (%)		>= 85% w in 10 hrs			98.65%	74				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			98.67%	75				YES
A.1.8.2	O-8	Business/TN (%)		>= 85% w in 24 hrs			100.00%	101				YES
A.1.8.3	O-8	Design (Specials)/TN (%)		>= 85% w in 24 hrs			100.00%	15				YES
A.1.8.4	O-8	PBX/TN (%)		>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.5	O-8	Centrex/TN (%)		>= 85% w in 24 hrs			100.00%	4				YES
A.1.8.6	O-8	ISDN/TN (%)		>= 85% w in 24 hrs			100.00%	14				YES
FOC Timeliness - Mechanized												
A.1.9.1	O-9	Residence/TN (%)		>= 95% w in 3 hrs			99.11%	12,557				YES
A.1.9.2	O-9	Business/TN (%)		>= 95% w in 3 hrs			98.97%	195				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								

BellSouth Monthly State Summary
Tennessee, May 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/TN (%)	>= 85% w in 10 hrs			86.47%	1,131				YES
A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			92.94%	85				YES
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	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/TN (%)	>= 85% w in 10 hrs			33.33%	3				NO
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			100.00%	81				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			98.68%	76				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			100.00%	23				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			87.50%	8				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs			66.67%	3				NO
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			93.94%	33				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			96.28%	349				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.47%	13,112				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	8				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			95.08%	244				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/TN (%)	>= 95%			95.83%	48				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			100.00%	1,288				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	21				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			99.19%	123				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%			75.00%	4				NO
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN (%)	>= 95%			93.79%	161				NO
A.1.16.2	O-11	Business/TN (%)	>= 95%			93.99%	183				NO
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			83.33%	42				NO
A.1.16.4	O-11	PBX/TN (%)	>= 95%			100.00%	15				YES
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			77.78%	9				NO
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			86.27%	51				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	336				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.84%	13,042				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	8				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	232				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								

BellSouth Monthly State Summary
Tennessee, May 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/TN (%)	>= 95%			89.13%	46				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)	>= 95%			94.49%	1,288				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)	>= 95%			90.48%	21				NO
A.1.18.2.2	O-11	Business/TAG/TN (%)	>= 95%			90.98%	122				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/TN (%)	>= 95%			100.00%	3				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/TN (%)	>= 95%			93.38%	151				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			93.60%	172				NO
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			100.00%	35				YES
A.1.19.4	O-11	PBX/TN (%)	>= 95%			93.33%	15				NO
A.1.19.5	O-11	Centrex/TN (%)	>= 95%			85.71%	7				NO
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			93.18%	44				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	5.39	11,034	4.71	311	4.063	0.23363	2.9385	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	0.86	246,043	0.63	8,343	1.189	0.01324	17.7730	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	7.62	29			6.971			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)	Bus	3.58	6,676	3.47	45	9.244	1.38272	0.0826	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.53	11,911	0.98	204	8.081	0.57058	0.9505	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	12.42	55			14.537			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	0.73	10			0.344			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	22.19	1,015	7.25	4	29.992	15.02556	0.9945	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	5.42	200	1.50	2	7.040	5.00310	0.7828	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	14.00	1			0.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design	1.00	1			0.000			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	25.59	30			55.771			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	2.17	92	2.58	4	4.690	2.39558	-0.1724	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	1.67	2	0.33	1	1.886	2.30940	0.5774	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	8.39	225	0.33	1	9.580	9.60145	0.8388	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	3.40	587	4.00	2	6.027	4.26872	-0.1399	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	19.18	11			17.087			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	4.33	31			6.672			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	15.19	392	10.14	7	14.985	5.71415	0.8839	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	2.09	611	3.49	15	5.798	1.51538	-0.9217	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN	7.71	15			10.594			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	8.95	105	0.00	0	6.420			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	Res	7.95	22	0.00	0	11.290			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	9.03	29	0.00	0	9.861			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	Bus	7.00	7	0.00	0	8.485			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	Design	10.00	4	0.00	0	10.231			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex	1.00	1	0.00	0	0.000			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	120.75	4	0.00	0	120.649			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN (%)	Res	0.34%	273,494	0.25%	9,676		0.00061	1.5854	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.52%	19,150	0.81%	248		0.00782	0.9121	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	22.09%	1,227						
A.2.4.4	P-2	PBX/TN (%)	PBX	3.10%	129	0.00%	1		0.17401	0.1782	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	2.18%	919						
A.2.4.6	P-2	ISDN/TN (%)	ISDN	8.22%	1,071	0.00%	3		0.15877	0.5175	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			1.23%	162				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	129				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			15.38%	13				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	6				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			8.33%	24				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			150.24	23				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs			195.35	2				YES

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A.2.7.3	P-2	Design (Specials)/TN (hours)		>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)		>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)		>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)		>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/TN (hours)		Diagnostic			55.07	1				Diagnostic
A.2.8.2	P-2	Business/TN (hours)		Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)		Diagnostic			338.33	2				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)		Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)		Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)		Diagnostic			263.08	2				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/TN (%)		95% >= 48 hrs			100.00%	23				YES
A.2.9.2	P-2	Business/TN (%)		95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2	Design (Specials)/TN (%)		95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)		95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)		95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)		95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/TN (%)		Diagnostic			100.00%	1				Diagnostic
A.2.10.2	P-2	Business/TN (%)		Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)		Diagnostic			100.00%	2				Diagnostic
A.2.10.4	P-2	PBX/TN (%)		Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)		Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)		Diagnostic			100.00%	2				Diagnostic
		% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)		Res	7.73%	13,054	3.24%	339		0.01469	3.0525	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)		Res	0.03%	260,662	0.08%	9,513		0.00017	-3.4412	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)		Res	14.29%	35						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)		Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)		Bus	2.56%	6,948	1.02%	98		0.01607	0.9591	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)		Bus	0.02%	12,028	0.00%	274		0.00079	0.2111	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)		Bus	7.46%	67						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)		Bus	0.00%	10						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)		Design	3.52%	1,023	0.00%	8		0.06540	0.5381	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		Design	0.00%	205	0.00%	5		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)		Design	0.00%	1						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)		Design	0.00%	1						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)		PBX	0.00%	31	0.00%	1		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)		PBX	0.00%	94	0.00%	6		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)		PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)		PBX	0.00%	2	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)		Centrex	2.59%	232	0.00%	1		0.15907	0.1626	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)		Centrex	0.00%	602	0.00%	3		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)		Centrex	0.00%	11						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)		Centrex	0.00%	37						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)		ISDN	5.91%	406	0.00%	8		0.08420	0.7021	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)		ISDN	0.82%	613	5.88%	17		0.02212	-2.2910	NO
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)		ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)		ISDN	0.00%	16						
		% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)		Res	10.74%	13,670	9.65%	342		0.01695	0.6429	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)		Res	3.14%	254,417	3.98%	8,913		0.00188	-4.4705	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)		Res	5.56%	36						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	Bus	11.03%	9,056	5.22%	115		0.02940	1.9776	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	6.23%	11,709	7.86%	318		0.01373	-1.1911	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	19.67%	61						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus			0.00%	1				
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	6.87%	1,295	0.00%	6		0.10352	0.6639	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	5.22%	115	8.89%	45		0.03910	-0.9390	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	6						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	12.00%	25	100.00%	1		0.33140	-2.6554	NO
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	3.85%	52	25.00%	4		0.09978	-2.1200	NO
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	5						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	7.88%	241	0.00%	1		0.27004	0.2919	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	4.55%	615	0.00%	2		0.14764	0.3084	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	24.14%	29						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	28.00%	25						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	6.88%	494	0.00%	7		0.09636	0.7143	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.87%	808	5.26%	19		0.02151	-2.0442	NO
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	1						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	16						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	0.82	13,040	0.09	321	9.404	0.53129	1.3738	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	0.83	259,921	0.79	9,367	3.464	0.03644	1.2298	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.48	35			2.626			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Bus	1.44	6,906	0.20	47	11.604	1.69829	0.7265	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	2.84	11,922	0.64	205	19.061	1.34269	1.6358	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	2.54	66			12.142			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	0.55	10			0.234			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	156.94	1,013			522.280			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	19.34	205			63.401			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	211.23	1			0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design	0.82	1			0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	470.88	28	0.02	1	1570.532	1598.33097	0.2946	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	2.77	93	0.02	1	9.834	9.88665	0.2789	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	0.70	2			0.448			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	5.33	232			39.844			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	1.28	602			9.369			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	72.09	11			239.033			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.84	37			0.273			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	48.25	400			125.558			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	4.93	610	4.33	3	32.442	18.77636	0.0315	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	0.71	16			0.274			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			12.01	18				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			8.27	143				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Diagnostic			29.86	50				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			11.88	69				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Diagnostic			199.06	8				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			23.98	5				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			24.08	5				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic			16.40	1				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			16.99	3				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			33.94	8				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			27.68	14				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.02	1				Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			4.67	223				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.65	7,300				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.45	14				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.37	70				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			1.91	9				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.17	699				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			1.23	4				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.80	62				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.03	3				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.33	8				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.43	26				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			4.05	11				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.63	24				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic			2.94	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.36	2				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.17	1				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.29	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.33	6				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.49	8				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			4.70	221				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.88	3,519				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.45	14				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.63	56				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			1.91	9				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.20	633				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			1.23	4				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.55	58				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.03	3				Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.33	8				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.43	25				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			4.05	11				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.62	22				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic			2.94	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.36	2				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.17	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.29	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.60	5				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.27	7				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			3.14%	318				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			10.21%	8,442				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			10.42%	48				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			8.78%	205				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			50.00%	2				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			0.00%	7				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			7.14%	14				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			90.77%	195				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.82%	170				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	14				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			88.82%	170				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			77.78%	18				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			92.59%	27				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			80.49%	41				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			91.43%	140				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	2				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			92.31%	13				NO
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	5.61%	40,228	2.14%	701		0.00877	3.9608	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	0.94%	20,451	0.00%	176		0.00730	1.2860	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	7.72%	5,179	10.23%	88		0.02870	-0.8724	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.31%	2,299	3.13%	32		0.02671	-0.3068	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	1.30%	920	8.33%	12		0.03297	-2.1322	NO
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.62%	973	0.00%	7		0.02970	0.2077	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	2.22%	90	0.00%	2		0.10538	0.2109	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	2.90%	69	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	6.38%	423	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	2.93%	307	0.00%	2		0.11967	0.2450	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	14.15%	431	0.00%	4		0.17509	0.8083	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	1.92%	365	0.00%	4		0.06895	0.2781	YES
		Customer Trouble Report Rate									
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.14%	1,877,589	2.24%	31,321		0.00083	-1.1461	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.09%	1,877,589	0.56%	31,321		0.00059	8.8679	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.23%	421,270	1.45%	6,058		0.00143	-1.5560	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.55%	421,270	0.53%	6,058		0.00096	0.1831	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	1.59%	57,817	0.13%	9,245		0.00141	10.3432	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	1.68%	57,817	0.08%	9,245		0.00145	11.0606	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.12%	74,702	0.28%	702		0.00132	-1.2492	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.09%	74,702	0.00%	702		0.00115	0.8015	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.52%	81,103	0.00%	130		0.00634	0.8228	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.38%	81,103	1.54%	130		0.00540	-2.1479	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.23%	189,478	0.29%	1,402		0.00128	-0.4524	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.19%	189,478	0.29%	1,402		0.00118	-0.7877	YES
		Maintenance Average Duration									
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	31.71	40,228	28.98	701	29.726	1.13249	2.4103	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	12.61	20,451	7.39	176	20.288	1.53585	3.4042	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	11.41	5,179	7.50	88	16.354	1.75806	2.2259	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	4.34	2,299	4.34	32	15.703	2.79523	-0.0018	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	4.78	920	4.92	12	5.729	1.66466	-0.0835	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.12	973	5.82	7	3.697	1.40238	-2.6367	NO
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	6.52	90	1.88	2	5.715	4.08612	1.1367	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	3.93	69	0.00	0	7.551			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	11.46	423	0.00	0	14.666			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	5.41	307	1.50	2	15.409	10.93121	0.3581	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	13.52	431	3.59	4	19.631	9.86113	1.0074	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	2.66	365	2.62	4	7.371	3.70567	0.0124	YES
		% Repeat Troubles within 30 Days									
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	18.57%	40,228	12.55%	701		0.01482	4.0636	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	15.42%	20,451	12.50%	176		0.02734	1.0688	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	14.29%	5,179	17.05%	88		0.03762	-0.7328	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	11.57%	2,299	6.25%	32		0.05694	0.9344	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	19.24%	920	8.33%	12		0.11453	0.9522	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	18.60%	973	0.00%	7		0.14760	1.2603	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	7.78%	90	50.00%	2		0.19147	-2.2051	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	5.80%	69	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	14.89%	423	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	12.70%	307	50.00%	2		0.23624	-1.5787	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	17.87%	431	0.00%	4		0.19242	0.9285	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	18.90%	365	25.00%	4		0.19684	-0.3097	YES
		Out of Service > 24 hours									
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	42.57%	26,143	40.49%	536		0.02157	0.9662	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	21.96%	7,395	12.22%	90		0.04390	2.2182	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	7.17%	3,136	3.85%	52		0.03608	0.9225	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	1.41%	922	0.00%	23		0.02489	0.5665	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	1.30%	920	8.33%	12		0.03297	-2.1322	NO
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.62%	973	0.00%	7		0.02970	0.2077	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	2.35%	85	0.00%	2		0.10844	0.2170	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	3.45%	58	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	9.49%	274	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	2.03%	148	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	13.72%	430	0.00%	4		0.17283	0.7939	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	1.92%	364	0.00%	4		0.06904	0.2785	YES
		Resale - Billing									
		Invoice Accuracy									
A.4.1	B-1	TN (%)	BST - State	98.50%	$199,477,357	99.55%	$1,849,464		0.00009	-117.5588	YES
		Mean Time to Deliver Invoices - CRIS									
A.4.2	B-2	Region (business days)	BST - Region	3.47	1	3.16	1,855				YES

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Unbundled Network Elements - Ordering

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			29.84%	7,872				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic								Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic			26.18%	191				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			9.76%	41				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			17.07%	82				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			18.64%	676				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			2.27%	44				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			35.00%	20				Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			12.00%	175				Diagnostic
B.1.1.14	O-7	Other Design/TN (%)	Diagnostic			26.91%	327				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic			12.04%	108				Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			40.87%	4,752				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic								Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic			3.57%	28				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			4.88%	82				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			61.54%	13				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			25.62%	121				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			18.06%	144				Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			28.77%	73				Diagnostic
B.1.2.14	O-7	Other Design/TN (%)	Diagnostic			36.43%	140				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic			32.52%	163				Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			57.69%	26				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			47.74%	243				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			57.14%	14				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			29.55%	44				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			24.00%	25				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			30.00%	10				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			31.37%	51				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			47.14%	70				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			28.57%	42				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			30.11%	176				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			31.96%	751				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			26.67%	15				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			26.67%	345				Diagnostic
		Reject Interval - Mechanized									
B.1.4.1	O-8	Switch Ports/TN (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/TN (%)	>= 97% w in 1 hr			95.75%	2,351				NO
B.1.4.4	O-8	Combo Other/TN (%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 97% w in 1 hr			100.00%	51				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			0.00%	4				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr			71.43%	14				NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			78.91%	128				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr			50.00%	2				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 97% w in 1 hr			71.43%	7				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/TN (%)	>= 97% w in 1 hr			71.43%	21				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			79.55%	88				NO
B.1.4.16	O-8	INP Standalone/TN (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/TN (%)	>= 97% w in 1 hr			100.00%	13				YES
		Reject Interval - Partially Mechanized - 10 hours									
B.1.7.1	O-8	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			76.27%	1,951				NO
B.1.7.4	O-8	Combo Other/TN (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	4				YES
B.1.7.7	O-8	Line Sharing/TN (%)	>= 85% w in 10 hrs			75.00%	8				NO
B.1.7.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			100.00%	31				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			96.15%	26				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/TN (%)	>= 85% w in 10 hrs			76.19%	21				NO
B.1.7.15	O-8	Other Non-Design/TN (%)	>= 85% w in 10 hrs			94.12%	51				YES
B.1.7.16	O-8	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/TN (%)	>= 85% w in 10 hrs			94.34%	53				YES
		Reject Interval - Non-Mechanized									
B.1.8.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			95.69%	116				YES
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			100.00%	13				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			100.00%	33				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			100.00%	12				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs								
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			98.11%	53				YES
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			99.60%	252				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.17	O-14	LNP Standalone/TN (%)	>= 85% w in 24 hrs			98.92%	93				YES
		FOC Timeliness - Mechanized									
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			99.24%	5,374				YES
B.1.9.4	O-9	Combo Other/TN (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 3 hrs			97.83%	138				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			100.00%	32				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			98.57%	70				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			98.90%	545				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	42				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	13				YES
B.1.9.14	O-9	Other Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			98.63%	146				YES
B.1.9.16	O-9	INP Standalone/TN (%)	>= 95% w in 3 hrs			75.42%	236				NO
B.1.9.17	O-15	LNP Standalone/TN (%)	>= 95% w in 3 hrs								
			>= 95% w in 3 hrs			95.51%	89				YES
		FOC Timeliness - Partially Mechanized - 10 hours									
B.1.12.1	O-9	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			76.14%	3,122				NO
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			96.00%	25				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			92.59%	81				YES
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			87.50%	8				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			95.70%	93				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			92.62%	122				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/TN (%)	>= 85% w in 10 hrs			96.15%	52				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			65.56%	90				NO
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			90.09%	111				YES
		FOC Timeliness - Non-Mechanized									
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs			100.00%	13				YES
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			99.15%	118				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	33				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			100.00%	36				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	28				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs			96.43%	28				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			100.00%	124				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			99.24%	528				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	10				YES

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B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.60%	247				YES
		FOC & Reject Response Completeness - Mechanized									
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			98.02%	4,607				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			97.73%	3,265				YES
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			98.05%	154				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			91.89%	37				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			96.88%	32				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			44.44%	9				NO
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			98.65%	74				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	8				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			96.47%	538				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			98.55%	138				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			97.73%	44				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	14				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	6				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			92.08%	101				NO
B.1.14.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.30%	74				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			97.97%	148				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			91.06%	179				NO
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			91.36%	81				NO
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	27				YES
		FOC & Reject Response Completeness - Partially Mechanized									
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			98.10%	2,743				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.85%	2,009				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			86.96%	23				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			96.30%	27				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	55				YES
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	8				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			96.59%	88				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	33				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	2				YES

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B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	68				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	76				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			94.29%	35				NO
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	38				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			90.74%	54				NO
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			95.35%	86				YES
B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			99.07%	108				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	55				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	26				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			92.59%	243				NO
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			100.00%	14				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	44				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	25				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			90.00%	10				NO
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			98.04%	51				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			84.29%	70				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			92.86%	42				NO
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.16.14	O-11	Other Design/TN (%)	>= 95%			97.16%	176				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			97.20%	751				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			93.33%	15				NO
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			94.78%	345				NO
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.87%	4,516				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.62%	3,191				YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			98.01%	151				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	34				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			96.77%	31				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	4				YES
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			95.89%	73				YES
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	8				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			97.88%	519				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			96.32%	136				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	43				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								

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B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			85.71%	14				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			66.67%	6				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			98.92%	93				YES
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			98.61%	72				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	145				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			98.77%	163				YES
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			87.84%	74				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			59.26%	27				NO
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			97.77%	2,691				YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			88.88%	2,006				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			95.00%	20				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	26				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			92.73%	55				NO
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			87.50%	8				NO
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			60.00%	5				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			95.29%	85				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			96.97%	33				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			47.06%	68				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			42.11%	76				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			96.97%	33				YES
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.37%	38				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	49				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			95.12%	82				YES
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			77.57%	107				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			56.36%	55				NO
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			92.31%	26				NO
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			90.67%	225				NO
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			85.71%	14				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			97.73%	44				YES

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B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			88.00%	25				NO
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	9				YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			88.00%	50				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			96.61%	59				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			89.74%	39				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			90.06%	171				NO
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			96.58%	730				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			100.00%	14				YES
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			95.72%	327				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	R&B (POTS)	4.71	17,710			6.578			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	257,954			2.094			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.76	84			12.615			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.73	10			0.344			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	18.13	888	11.00	4	13.670	6.85058	1.0412	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	DS1/DS3	12.00	1			0.000			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	R&B	4.75	17,995	2.96	225	6.639	0.44539	4.0188	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	0.90	259,194	0.64	3,704	2.127	0.03519	7.4809	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	132,607	0.33	2,479	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.49	126,587	1.25	1,225	2.928	0.08405	2.8931	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	11.74	95	3.50	6	13.376	5.63056	1.4629	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	4.49	58	3.00	2	7.522	5.40948	0.2762	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	11			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	5.47	47	3.00	2	8.062	5.82062	0.4240	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	5.91	19,372	11.30	27	10.701	2.06091	-2.6121	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	5.91	19,372			10.701			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	11.76	96			13.307			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	11.76	96			13.307			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	13.95	294	10.70	54	11.481	1.69983	1.9112	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.49	327			3.190			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	4.04	1,063	4.20	5	2.905	1.30214	-0.1261	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	3.66	1,592	3.98	43	0.808	0.12488	-2.4997	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	12.40	5			7.266			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail	12.60	5			11.149			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	4.75	17,995	4.60	112	6.639	0.62932	0.2411	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	4.75	17,995			6.639			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	4.71	17,710	4.50	2	6.578	4.65158	0.0451	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.48	125,846			2.883			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.76	84			12.615			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.00	6			0.000			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	4.75	17,995			6.639			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	4.75	17,995			6.639			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	4.71	17,710			6.578			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.48	125,846			2.883			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.76	84			12.615			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.00	6			0.000			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	4.75	17,995	5.59	46	6.639	0.98018	-0.8509	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	4.75	17,995			6.639			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.74	95			13.376			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	4.71	17,710			6.578			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.48	125,846			2.883			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.76	84			12.615			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.00	6			0.000			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	21.07	1,377			28.073			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	6.18	250			7.503			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	14.00	1			0.000			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design	1.00	1			0.000			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	4.75	17,995	6.00	1	6.639	6.63960	-0.1878	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	0.90	259,194			2.127			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	11.74	95			13.376			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	4.49	58			7.522			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	4.71	17,710			6.578			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	257,954			2.094			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.76	84			12.615			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.73	10			0.344			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	4.71	17,710			6.578			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	257,954	0.51	342	2.094	0.11329	3.4115	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.76	84			12.615			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.73	10	0.33	2	0.344	0.26667	1.5000	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	6.92	1,552	7.20	120	7.687	0.72832	-0.3902	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	3.29	2,288			2.510			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	4.00	1			0.000			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	4.00	2			4.243			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	19.05	202	6.10	115	18.246	2.13147	6.0797	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	4.98	130			11.243			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	7.71	15			10.594			
		Order Completion Interval within X days									
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			4.41	69				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	8.97	134			7.260			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	7.72	29			10.545			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice	0.00	0						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	R&B	8.97	134	0.00	0	7.260			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	7.72	29	0.00	0	10.545			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	12.15	142	0.00	0	26.570			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	R&B&D - Disp	7.69	29	0.00	0	10.566			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	7.50	16	4.00	1	5.910	6.09234	0.5745	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	ADSL to Retail	5.25	4	0.00	0	8.500			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	120.75	4	0.00	0	120.649			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	7.50	16	0.00	0	5.910			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	5.25	4	0.00	0	8.500			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.97	134	0.00	0	7.260			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	R&B - Disp	7.72	29	0.00	0	10.545			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.97	134	0.00	0	7.260			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	7.72	29	0.00	0	10.545			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.97	134			7.260			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	7.72	29			10.545			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.97	134			7.260			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	7.72	29			10.545			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.97	134	0.00	0	7.260			YES

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B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	7.72	29	0.00	0	10.545			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.97	134			7.260			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	7.72	29			10.545			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	65.38	8			98.933			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	1.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	8.97	134	0.00	0	7.260			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	7.72	29	0.00	0	10.545			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.97	134			7.260			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	7.72	29			10.545			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.97	134	0.00	0	7.260			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	7.72	29	0.00	0	10.545			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1	30.15	20	4.00	1	66.978	68.63185	0.3810	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	Digital Loop < DS1	5.25	4	0.00	0	8.500			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	12.67	3	4.00	1	10.693	12.34684	0.7019	YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.42%	292,644						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	42.48%	984						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.42%	294,296	0.24%	7,501		0.00076	2.4264	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	7.27%	22,027						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	6.52%	3,529						
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	7.97%	841	20.45%	44		0.04188	-2.9821	NO
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	6.52%	3,529	0.00%	1		0.24687	0.2640	YES
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.42%	294,296	8.48%	165		0.00506	-15.9226	NO

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B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.77%	160,594	7.14%	28		0.01649	-3.8663	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.42%	294,296						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.77%	160,594						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.42%	294,296	0.00%	91		0.00682	0.6227	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.77%	160,594						
B.2.5.14	P-2	Other Design/TN (%)	Design	21.61%	1,694						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.42%	294,296						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.42%	292,644						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.42%	292,644	0.00%	148		0.00532	0.7908	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	7.85%	4,724	20.45%	44		0.04074	-3.0928	NO
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	30.70%	417	70.27%	148		0.04413	-8.9676	NO

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic			0.00%	11				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			1.51%	332				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			72.09%	43				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			4.40%	91				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			0.00%	16				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	48				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			5.88%	17				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			0.00%	10				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	212				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			3.92%	102				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			66.67%	45				Diagnostic

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/TN (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)	>= 48 hrs			178.62	14				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			321.73	9				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			187.30	14				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			239.77	1				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs								
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			321.73	9				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			194.06	104				YES

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/TN (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)	Diagnostic			107.76	4				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			318.76	30				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic			170.69	3				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)	Diagnostic			84.57	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)	Diagnostic			170.69	3				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			294.42	30				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B.2.10.1	P-2	Switch Ports/TN (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/TN (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/TN (%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs			100.00%	9				YES
B.2.10.7	P-2	Line Sharing/TN (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN (%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)	95% >= 48 hrs								
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			100.00%	9				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			100.00%	104				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			75.00%	4				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	30				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			100.00%	3				Diagnostic

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B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			100.00%	30				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/TN (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/TN (%)	>= 95% w in 15 min			100.00%	286				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			2.99%	67				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	11				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			97.01%	67				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	11				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	67				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	11				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/TN (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (minutes)	Diagnostic								Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			3.14%	223				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.93%	20,002						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.03%	272,690						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	9.80%	102						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	1.46%	888	0.00%	11		0.03644	0.4018	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3	0.00%	1						
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	5.88%	20,295	4.87%	349		0.01270	0.7967	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.03%	273,948	0.09%	7,476		0.00019	-3.5445	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	132,674	0.00%	2,490		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.05%	141,274	0.14%	4,986		0.00033	-2.7498	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	8.85%	113	14.29%	7		0.11062	-0.4914	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	65	0.00%	3		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	12						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	53	0.00%	3		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.78%	21,694	2.44%	41		0.03647	0.9150	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	5.78%	21,694						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	8.77%	114						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	8.77%	114						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.24%	1,555	1.12%	89		0.02197	1.4203	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1,955						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	7.23%	332	4.84%	62		0.03583	0.6671	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.99%	506						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.24%	1,555	20.00%	5		0.09030	-1.7448	NO
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1,955	0.00%	45		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.88%	20,295	2.40%	167		0.01828	1.9077	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.88%	20,295						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.93%	20,002	7.14%	28		0.04468	-0.2705	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.05%	140,516						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	9.80%	102						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.88%	20,295						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.88%	20,295						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.93%	20,002						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.05%	140,516						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	9.80%	102						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.88%	20,295	0.00%	97		0.02395	2.4565	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.88%	20,295						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	8.85%	113						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.93%	20,002						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.05%	140,516						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	9.80%	102						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	4.22%	1,399						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	1.17%	256						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	1						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	5.88%	20,295	0.00%	1		0.23532	0.2500	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.03%	273,948						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	8.85%	113						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	65						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.93%	20,002						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.03%	272,690						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	9.80%	102						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.93%	20,002						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.03%	272,690	0.57%	348		0.00086	-6.3894	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	9.80%	102						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10	0.00%	9		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.78%	2,052	2.74%	146		0.01827	1.1147	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.19%	2,635						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	4						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	2						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	2.93%	205	6.77%	192		0.01693	-2.2707	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	132						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	16						

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% Provisioning Troubles within 30 Days

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.86%	22,726						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.28%	266,126						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	14.43%	97						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)								
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	8.67%	692	0.00%	12		0.08194	1.0582	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	10.79%	23,045	14.46%	325		0.01733	-2.1172	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.27%	267,561	4.27%	5,147		0.00250	-4.0014	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.20%	131,058	4.03%	2,683		0.00343	-2.3992	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.34%	136,503	4.55%	2,464		0.00365	-2.2987	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	16.54%	127	28.57%	7		0.14423	-0.8345	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	15.56%	45	0.00%	5		0.17085	0.9105	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	11.11%	9	0.00%	1		0.33127	0.3354	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	16.67%	36	0.00%	4		0.19642	0.8485	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	10.54%	24,781	8.57%	35		0.05194	0.3791	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	10.54%	24,781						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	15.67%	134						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	15.67%	134						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.69%	1,787	4.88%	82		0.02130	-0.5562	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	1.70%	1,883						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	8.49%	365	15.94%	69		0.03660	-2.0354	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.91%	661						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.69%	1,787	20.00%	10		0.05981	-2.7266	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	1.70%	1,883	4.35%	46		0.01929	-1.3731	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.79%	23,045	6.57%	213		0.02136	1.9755	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.79%	23,045						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.86%	22,726	0.00%	26		0.06104	1.7783	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.34%	135,735						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	14.43%	97						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.79%	23,045						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.79%	23,045						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.86%	22,726						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.34%	135,735						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	14.43%	97						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.79%	23,045	8.99%	89		0.03295	0.5472	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.79%	23,045						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	16.54%	127						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.86%	22,726						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.34%	135,735						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	14.43%	97						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	7.20%	1,736						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	7.10%	155						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	7						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	1						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	10.79%	23,045	100.00%	1		0.31029	-2.8750	NO
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.27%	267,561						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	16.54%	127						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	15.56%	45						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.86%	22,726						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.28%	266,126	0.00%	1		0.17806	0.1841	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	14.43%	97						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)								
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.86%	22,726	0.00%	2		0.21998	0.4935	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.28%	266,126	0.00%	378		0.00917	3.5768	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	14.43%	97						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)			0.00%	7				
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.34%	2,302	9.72%	144		0.01751	-3.0714	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	1.55%	2,637						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	7						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	5.51%	272	19.23%	182		0.02186	-6.2745	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	2.44%	164						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	1						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	16						

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.03	19,946			10.223			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.92	271,843			5.251			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.82	101			9.957			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.55	10			0.234			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	33.85	873			74.226			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	0.02	1			0.000			
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	1.09	20,239	0.09	305	11.055	0.63776	1.5649	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.92	273,098	0.96	7,183	5.252	0.06278	-0.5561	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	1.01	131,986	0.83	2,262	6.278	0.13313	1.3275	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	0.84	141,112	1.01	4,921	4.062	0.05891	-2.9584	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	8.73	112	0.02	7	75.352	29.35702	0.2967	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.76	65	0.90	1	0.286	0.28775	-0.4963	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	0.71	12			0.236			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	0.77	53	0.90	1	0.297	0.29950	-0.4441	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	9.87	21,619			132.826			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	10.52	113			77.396			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	8.33	1,554			26.912			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.00	1,955			10.287			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	28.39	4			56.708			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	406.93	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	34.80	326	25.62	48	106.904	16.52725	0.5552	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	2.68	503			14.912			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	8.33	1,554	55.33	1	26.912	26.92037	-1.7460	NO
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.00	1,955			10.287			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	28.39	4			56.708			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	406.93	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.09	20,239	18.02	152	29.315	2.38664	-7.0938	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.09	20,239			11.055			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.03	19,946	0.02	28	10.223	1.93335	0.5251	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.84	140,355			4.071			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.82	101			9.957			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.48	6			0.207			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.09	20,239			11.055			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.09	20,239			11.055			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.03	19,946			10.223			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.84	140,355			4.071			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.82	101			9.957			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.48	6			0.207			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.09	20,239	14.98	88	38.954	4.16156	-3.3369	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.09	20,239			11.055			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	8.73	112			75.352			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.03	19,946			10.223			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.84	140,355			4.071			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.82	101			9.957			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.48	6			0.207			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	138.55	1,380			507.034			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	25.96	255			74.404			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	211.23	1			0.000			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design	0.82	1			0.000			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	1.09	20,239			11.055			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.92	273,098			5.252			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	8.73	112			75.352			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.76	65			0.286			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.03	19,946			10.223			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.92	271,843			5.251			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.82	101			9.957			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.55	10			0.234			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.03	19,946			10.223			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.92	271,843	0.66	147	5.251	0.43325	0.6060	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.82	101			9.957			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.55	10			0.234			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	16.86	2,042	25.62	48	106.904	15.61057	-0.5616	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	2.44	2,632			19.032			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	28.39	4			56.708			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	203.88	2			287.168			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	82.12	205	32.58	148	188.933	20.37924	2.4310	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	16.18	132			73.533			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	0.71	16			0.274			

Average Completion Notice Interval - Non-Mechanized

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic			16.46	11				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic			14.64	42				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			4.18	289				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			2.04	225				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			11.69	64				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	2				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic			14.00	2				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic			70.76	41				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic			11.93	89				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			31.47	14				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.34	4				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.68	45				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			46.98	15				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			53.77	9				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			20.40	1				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic			3.17	203				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.74	9				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.54	98				Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			49.90	44				Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.80	83				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.70	1,980				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.28	3				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.94	53				Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
			Diagnostic								Diagnostic
			Diagnostic								Diagnostic
			Diagnostic			4.47	2				Diagnostic
			Diagnostic								Diagnostic
			Diagnostic								Diagnostic
			Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.67	60				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.45	61				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.78	79				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.13	1,338				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			6.26	2				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.14	1				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=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								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			10.66	22				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5.72	25				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5.70	39				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.17	11				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic			6.42	2				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.62	10				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.98	26				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.51	18				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.95	17				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.13	8				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic			4.35	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.71	12				Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.97	3				Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.90	188				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.58	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.93	25				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.25	9				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.80	83				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.80	1,535				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.28	3				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.21	42				Diagnostic

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B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.47	2				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.67	60				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.95	49				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.78	71				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.16	1,253				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			6.26	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.14	1				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			11.48	12				Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.07	19				Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.70	39				Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.00	83				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			11.48	12				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.46	10				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic			6.42	2				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.62	10				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.75	22				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.92	15				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.36	8				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			11.45	6				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.35	1				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.71	12				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	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			5.05	2				Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.90	188				Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			1.58	2				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.97	14				Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.25	9				Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B.2.31	P-13	LNP/TN (%)	>= 95% w in 15 min								
		% Completions w/o Notice or < 24 hours									
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic			0.00%	4				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic			16.80%	250				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			11.06%	3,824				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			13.33%	30				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			1.43%	70				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic			7.14%	56				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	43				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			3.45%	116				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			66.67%	6				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic			50.75%	67				Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			6.07%	346				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic			4.07%	123				Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic			7.38%	122				Diagnostic
		% Cooperative Test Attempts for xDSL									
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			100.00%	70				YES
B.2.33.2	P-8	xDSL Other/TN (%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	120				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			67.07%	82				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	5				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			96.00%	175				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	150				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			97.90%	143				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			98.73%	79				YES
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	R&B (POTS)	5.85%	45,407						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.08%	22,750						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	446	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.00%	276	0.00%	2	0.00000			YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	5.86%	45,817	4.87%	1,047	0.00734	1.3502		YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.10%	23,056	4.52%	310	0.00597	-5.7212		NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	5.84%	47,271	0.00%	10	0.07415	0.7874		YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	5.84%	47,271	0.00%	6	0.09573	0.6099		YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	49.03%	667	0.00%	11	0.15196	3.2261		YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	3.83%	992	0.00%	10	0.06100	0.6280		YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	16.44%	371	5.88%	34	0.06642	1.5899		YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	1.90%	315	0.00%	18	0.03313	0.5750		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	49.03%	667	16.67%	6	0.20500	1.5785		YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	3.83%	992	14.29%	7	0.07280	-1.4361		YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	5.86%	45,817	4.41%	272	0.01429	1.0154		YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	5.86%	45,817	0.00%	64	0.02939	1.9950		YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	5.83%	45,266	0.00%	4	0.11714	0.4975		YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.85%	20,759	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	5.09%	1,454	0.00%	6	0.08991	0.5661		YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.07%	1,408	0.00%	0				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	5.86%	45,817	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.10%	23,056	0.00%	1		0.10438	0.1055	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	5.85%	45,407						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.08%	22,750						
		Customer Trouble Report Rate									
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	1.98%	2,298,859						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	0.99%	2,298,859						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	2.03%	21,981	0.00%	194		0.01027	1.9753	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	1.26%	21,981	1.03%	194		0.00808	0.2781	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	1.89%	2,419,026	1.42%	73,738		0.00051	9.2158	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	0.95%	2,419,026	0.42%	73,738		0.00036	14.5962	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.66%	2,852,810	2.87%	349		0.00689	-1.7535	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.66%	2,852,810	1.72%	349		0.00689	-0.0903	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.34%	49,835	0.48%	2,280		0.00248	3.4547	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	1.99%	49,835	0.44%	2,280		0.00302	5.1363	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	1.54%	24,093	1.67%	2,036		0.00286	-0.4542	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	1.31%	24,093	0.88%	2,036		0.00264	1.6042	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.34%	49,835	0.82%	734		0.00430	1.2111	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	1.99%	49,835	0.95%	734		0.00525	1.9766	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	1.89%	2,419,026	0.65%	41,884		0.00068	18.3501	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	1.89%	2,419,026	0.15%	41,884		0.00068	25.6719	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	1.97%	2,298,859	1.23%	326		0.00777	0.9548	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.90%	2,298,859	0.00%	326		0.00526	1.7156	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.34%	433,784	2.05%	293		0.00338	-5.0617	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.32%	433,784	0.00%	293		0.00333	0.9749	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	1.89%	2,419,026	0.00%	1,258		0.00388	4.8800	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	0.95%	2,419,026	0.08%	1,258		0.00275	3.1731	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	1.98%	2,298,859						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	0.99%	2,298,859						
		Maintenance Average Duration									
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	29.39	45,407			29.240			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	11.78	22,750			20.029			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	3.91	446	0.00	0	3.039			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.70	276	5.88	2	2.290	1.62516	-2.5691	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	29.24	45,817	11.03	1,047	29.198	0.91261	19.9501	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	11.69	23,056	5.91	310	19.988	1.14286	5.0611	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	28.57	47,271	3.72	10	29.063	9.19164	2.7034	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	28.57	47,271	2.22	6	29.063	11.86585	2.2206	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	48.16	667	5.25	11	97.206	29.54953	1.4520	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	5.03	992	1.55	10	73.125	23.24040	0.1497	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	15.00	371	7.10	34	20.754	3.71876	2.1243	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	2.67	315	4.07	18	7.735	1.87463	-0.7456	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	48.16	667	43.33	6	97.206	39.86245	0.1211	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	5.03	992	27.43	7	73.125	27.73598	-0.8076	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	29.24	45,817	8.07	272	29.198	1.77564	11.9243	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	29.24	45,817	2.94	64	29.198	3.65231	7.2005	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	29.37	45,266	2.00	4	28.871	14.43619	1.8960	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	12.15	20,759	0.00	0	19.129			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	7.33	1,454	4.47	6	11.505	4.70656	0.6079	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	2.35	1,408	0.00	0	5.102			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	29.24	45,817	0.00	0	29.198			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	11.69	23,056	1.00	1	19.988	19.98864	0.5350	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	29.39	45,407			29.240			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	11.78	22,750			20.029			
		% Repeat Troubles within 30 Days									

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	18.09%	45,407						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	15.03%	22,750						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	23.77%	446	0.00%	0				
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	18.12%	276	0.00%	2				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	18.05%	45,817	10.32%	1,047		0.27333	0.6628	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	15.00%	23,056	8.39%	310		0.01202	6.4359	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	18.06%	47,271	10.00%	10		0.02042	3.2401	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	18.06%	47,271	16.67%	6		0.12166	0.6623	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	24.44%	667	0.00%	11		0.15705	0.0886	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	24.60%	992	10.00%	10		0.13063	1.8708	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	18.87%	371	14.71%	34		0.13687	1.0665	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	20.00%	315	16.67%	18		0.07011	0.5937	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	24.44%	667	50.00%	6		0.09694	0.3439	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	24.60%	992	0.00%	7		0.17622	-1.4506	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	18.05%	45,817	6.25%	272		0.16335	1.5058	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	18.05%	45,817	7.81%	64		0.02339	5.0458	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	18.07%	45,266	25.00%	4		0.04811	2.1283	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	15.20%	20,759	0.00%	0		0.19241	-0.3600	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	18.23%	1,454	0.00%	6				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	18.04%	1,408	0.00%	0		0.15793	1.1540	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	18.05%	45,817	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	15.00%	23,056	0.00%	1				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	18.09%	45,407				0.35710	0.4201	YES
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	15.03%	22,750						

Out of Service > 24 hours

B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	38.78%	29,279						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	19.68%	8,317						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	446	0.00%	0				
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.00%	276	0.00%	2				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	38.53%	29,534	6.65%	692		0.00000		YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	19.40%	8,452	0.56%	179		0.01872	17.0345	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	36.96%	30,988	0.00%	10		0.02987	6.3092	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	36.96%	30,988	0.00%	6		0.15267	2.4209	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	49.03%	667	0.00%	11		0.19708	1.8754	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	3.83%	992	0.00%	10		0.15196	3.2261	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	15.95%	370	5.88%	34		0.06100	0.6280	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	1.91%	314	0.00%	18		0.06561	1.5339	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	49.03%	667	0.00%	0		0.03318	0.5759	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	3.83%	992	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	38.53%	29,534	4.41%	272				YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	38.53%	29,534	0.00%	64		0.02964	11.5089	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	38.77%	29,272	0.00%	0		0.06090	6.3267	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	19.69%	8,314	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	5.09%	1,454	0.00%	6				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.07%	1,408	0.00%	0		0.08991	0.5661	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	38.53%	29,534	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	19.40%	8,452	0.00%	1				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	38.78%	29,279				0.39548	0.4906	YES
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	19.68%	8,317						

Unbundled Network Elements - Billing

Invoice Accuracy

B.4.1	B-1	TN (%)	BST - State	98.50%	$199,477,357	99.53%	$1,874,899		0.00009	-115.8986	YES

Mean Time to Deliver Invoices - CRIS

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B.4.2

B-2	Region (business days)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
BST - Region	3.47	1	3.78	1,535				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 (%)	Diagnostic			61.90%	21				Diagnostic
C.1.2	***Reject Interval***										
	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	13				YES
C.1.3	***FOC Timeliness***										
	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	33				YES
C.1.4	***FOC & Reject Response Completeness***										
	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	18				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	23.02	31	23.33	24	17.731	4.82087	-0.0647	YES
C.2.2	***Held Orders***										
	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	0.00	0	0.00	0				YES
C.2.3	***% Jeopardies***										
	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	27	0.00%	14		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%	31	0.00%	24		0.00000		YES
C.2.6	***% Provisioning Troubles within 30 Days***										
	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	7,513	0.00%	1,541		0.00000		YES
C.2.7	***Average Completion Notice Interval***										
	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	131.42	31	20.01	24	331.428	90.11229	1.2363	YES
C.2.8	***Total Service Order Cycle Time***										
	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			24.48	20				Diagnostic
C.2.10.1	***% Completions w/o Notice or < 24 hours***										
	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			0.00%	24				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	115				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	59				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	12				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	20				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%	1	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	152	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	184,651	0.00%	49,032		0.00001	0.4581	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.08%	184,651	0.00%	49,032		0.00015	5.5075	YES
		Maintenance Average Duration									
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	1.82	1	0.00	0	0.000			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	0.60	152	0.42	1	0.652	0.65426	0.2782	YES
		% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.66%	152	0.00%	1		0.08111	0.0811	YES
		Out of Service > 24 hours									
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	152	0.00%	1		0.00000		YES
		Local Interconnection Trunks - Billing									
		Invoice Accuracy									
C.4.1	B-1	TN (%)	BST - State	98.50%	$199,477,357	98.15%	$2,180,447		0.00008	41.6927	NO
		Mean Time to Deliver Invoices - CABS									
C.4.2	B-2	Region (calendar days)	BST - Region	4.96	1	4.92	7,595				YES
		Local Interconnection Trunks - Trunk Blocking									
		Trunk Group Performance - Aggregate									
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)	>0.5% dif 2 consec. hrs			0					YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Operations Support Systems - Pre-Ordering											
% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			99.64%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.85%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.99%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC											
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.96%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			99.99%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)											
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.87	1,710,355	1.20	405,644				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.20	405,644				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	1.10	227,755				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	1.10	227,755				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.95	878,134	0.88	79,193				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.60	303,957	0.88	79,193				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	0.53	796				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	320,525	0.53	796				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.12	1,444,660				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.12	1,444,660				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.63	62,923				YES
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.63	62,923				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.04	127,477				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.04	127,477				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)											
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.87	1,710,355	1.60	391,221				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.60	391,221				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	3.05	98,992				NO
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	3.05	98,992				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.76	162				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.76	162				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.95	878,134	1.86	18,664				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.60	303,957	1.86	18,664				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	1.74	257,461				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	320,525	1.74	257,461				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.51	429,742				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.51	429,742				YES
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.96%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			99.91%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	95.12%	1,531,566	94.99%	115,940		0.00066	2.0340	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	3.16%	44,805	4.59%	959		0.00571	-2.4960	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.03%	32,864	3.36%	33,013		0.00153	4.3691	NO
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.60%	1,531,539	99.60%	118,455		0.00019	0.3902	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	78.49%	1,134,176	66.19%	68,372		0.00162	76.0102	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.68%	109,144	99.19%	6,261		0.00073	6.8108	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	31.23%	6,631	24.50%	151		0.03814	1.7642	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.85%	213,326	99.88%	17,941		0.00030	-0.8960	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	84.01%	62,771	83.00%	4,329		0.00576	1.7539	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.05%	1,531,566	99.46%	115,940		0.00030	-13.8678	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	79.20%	44,805	85.30%	959		0.01325	-4.6024	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	76.65%	32,864	88.18%	33,013		0.00330	-34.9788	YES
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.79%	1,531,539	99.84%	118,455		0.00014	-3.4019	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	90.04%	1,134,176	80.25%	68,372		0.00118	83.0395	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.81%	109,144	99.63%	6,261		0.00057	3.1191	NO
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	97.81%	6,631	97.35%	151		0.01204	0.3841	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.98%	213,326	100.00%	17,941		0.00011	-1.8266	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.39%	62,771	99.21%	4,329		0.00123	1.3876	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.95%	1,531,566	0.54%	115,940		0.00030	13.8678	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	20.80%	44,805	14.70%	959		0.01325	4.6024	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	23.35%	32,864	11.82%	33,013		0.00330	34.9788	YES
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.21%	1,531,539	0.16%	118,455		0.00014	3.4019	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	9.96%	1,134,176	19.75%	68,372		0.00118	-83.0395	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.19%	109,144	0.37%	6,261		0.00057	-3.1191	NO
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	71.96%	7,267	68.31%	628		0.01868	1.9499	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	2.19%	6,631	2.65%	151		0.01204	-0.3841	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	86.18%	68,436	80.39%	6,793		0.00439	13.1884	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.02%	213,326	0.00%	17,941		0.00011	1.8266	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.61%	62,771	0.79%	4,329		0.00123	-1.3876	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days			3	1				YES
E.1.1.2	C-1	Physical Caged/TN (calendar days)	<= 30 days			15	2				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			6	5				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)	<= 90 days			66	4				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days								
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days			85	2				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	6				YES

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				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through											
	% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region (%)		Diagnostic			84.50%	371,918				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)		Diagnostic			84.50%	371,918				Diagnostic
F.1.1.3	O-3	Residence/Region (%)		>= 95%			86.74%	190,895				NO
F.1.1.4	O-3	Business/Region (%)		>= 90%			69.54%	5,979				NO
F.1.1.5	O-3	UNE/Region (%)		>= 85%			82.57%	175,044				NO
	% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region (%)		Diagnostic			76.58%	410,373				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)		Diagnostic			76.58%	410,373				Diagnostic
F.1.2.3	O-3	Residence/Region (%)		Diagnostic			79.88%	207,309				Diagnostic
F.1.2.4	O-3	Business/Region (%)		Diagnostic			51.58%	8,061				Diagnostic
F.1.2.5	O-3	UNE/Region (%)		Diagnostic			74.12%	195,003				Diagnostic
	% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region (%)		>= 85%			89.75%	10,881				YES
F.1.3.2	O-3	Aggregate/Region (%)		>= 85%			89.75%	10,881				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								
	Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/TN (%)		>= 95% w in 1 min			99.84%	1,217				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%	20				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)		>= 95% w in 5 bus days								
	Average Speed of Answer											
F.4.1	O-12	Region (seconds)		Parity w Retail	194.86	6,278,471	35.16	35,479				YES
	General - Maintenance Center											
	Average Answer Time											
F.5.1	M&R-6	Region (seconds)		Parity w Retail	64.68	1,522,154	25.99	88,118				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F.6.1	OS-1	TN (seconds)		PBD			6.00					PBD
	% Answered in 10 seconds											
F.6.2	OS-2	TN (%)		PBD			76.80%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F.7.1	DA-1	TN (seconds)		PBD			5.06					PBD

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			83.50%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			0.77	2,088				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			96.78%	232,595				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,088				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	95.22%	3,810	100.00%	24,397		0.00372	-12.8574	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	94.93%	28,227	97.64%	492,390,383		0.00131	-20.7307	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	97.21%	28,227	99.95%	492,390,383		0.00098	-27.9433	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	4.34	28,227	2.52	492,390,383				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	79.15%	$6,884,639	98.84%	$131,017		0.00248	-79.3563	YES
F.9.5.2	B-7	UNE/TN (%)	>= 90%			96.50%	$147,570				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			99.62%	$5,056				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	85.35%	$10,791,301	97.05%	$253,998		0.00185	-63.0713	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			80.93%	$410,987				NO
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			98.95%	$168,851				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	TN (%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	TN (%)	>= 95% w in 5 days								
	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%	15				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days			100.00%	2				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			100.00%	1				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			100.00%	111,412				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	391,591				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	111,412				YES
F.12.2.2	O-2	TAG/Region (%)	100%			99.99%	391,615				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.47	22	0.47	22				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.10	27	0.10	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	4.70	19	3.79	19				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			100.00%	519				YES
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			99.79%	483				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			97.87%	141				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	94				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	154	2	123	2				YES

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				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Resale - Ordering												
	% Rejected Service Requests - Mechanized											
A.1.1.1	O-7	Residence/TN (%)		Diagnostic			8.18%	12,032				Diagnostic
A.1.1.2	O-7	Business/TN (%)		Diagnostic			25.79%	221				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)		Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/TN (%)		Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/TN (%)		Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/TN (%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized											
A.1.2.1	O-7	Residence/TN (%)		Diagnostic			33.80%	1,435				Diagnostic
A.1.2.2	O-7	Business/TN (%)		Diagnostic			47.17%	159				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)		Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)		Diagnostic			0.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/TN (%)		Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN (%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized											
A.1.3.1	O-7	Residence/TN (%)		Diagnostic			58.93%	112				Diagnostic
A.1.3.2	O-7	Business/TN (%)		Diagnostic			43.16%	95				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)		Diagnostic			37.50%	24				Diagnostic
A.1.3.4	O-7	PBX/TN (%)		Diagnostic			75.00%	12				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)		Diagnostic			50.00%	4				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)		Diagnostic			40.00%	30				Diagnostic
	Reject Interval - Mechanized											
A.1.4.1	O-8	Residence/TN (%)		>= 97% w in 1 hr			97.37%	987				YES
A.1.4.2	O-8	Business/TN (%)		>= 97% w in 1 hr			96.49%	57				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			95.95%	494				YES
A.1.7.2	O-8	Business/TN (%)		>= 85% w in 10 hrs			98.68%	76				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%	66				YES
A.1.8.2	O-8	Business/TN (%)		>= 85% w in 24 hrs			100.00%	47				YES
A.1.8.3	O-8	Design (Specials)/TN (%)		>= 85% w in 24 hrs			90.00%	10				YES
A.1.8.4	O-8	PBX/TN (%)		>= 85% w in 24 hrs			100.00%	9				YES
A.1.8.5	O-8	Centrex/TN (%)		>= 85% w in 24 hrs			100.00%	2				YES
A.1.8.6	O-8	ISDN/TN (%)		>= 85% w in 24 hrs			100.00%	12				YES
	FOC Timeliness - Mechanized											
A.1.9.1	O-9	Residence/TN (%)		>= 95% w in 3 hrs			99.08%	11,051				YES
A.1.9.2	O-9	Business/TN (%)		>= 95% w in 3 hrs			97.56%	164				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			84.58%	1,219				NO

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A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			95.10%	102				YES
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	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/TN (%)	>= 85% w in 10 hrs								
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			97.87%	47				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			100.00%	55				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			100.00%	14				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			95.24%	21				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	225				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.84%	11,807				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	11				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	210				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	33				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.71%	1,402				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	11				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			99.32%	148				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%			0.00%	1				NO
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/TN (%)	>= 95%			95.54%	112				YES
A.1.16.2	O-11	Business/TN (%)	>= 95%			95.79%	95				YES
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			91.67%	24				NO
A.1.16.4	O-11	PBX/TN (%)	>= 95%			91.67%	12				NO
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			50.00%	4				NO
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			96.67%	30				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			98.67%	225				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.80%	11,788				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			81.82%	11				NO
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	210				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/TN (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								

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				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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/EDI/TN (%)		>= 95%			87.88%	33				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)		>= 95%			83.26%	1,398				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)		>= 95%			63.64%	11				NO
A.1.18.2.2	O-11	Business/TAG/TN (%)		>= 95%			92.52%	147				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)		>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)		>= 95%								
A.1.18.4.1	O-11	PBX/EDI/TN (%)		>= 95%								
A.1.18.4.2	O-11	PBX/TAG/TN (%)		>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/TN (%)		>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/TN (%)		>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/TN (%)		>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/TN (%)		>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/TN (%)		>= 95%			89.72%	107				NO
A.1.19.2	O-11	Business/TN (%)		>= 95%			91.21%	91				NO
A.1.19.3	O-11	Design (Specials)/TN (%)		>= 95%			90.91%	22				NO
A.1.19.4	O-11	PBX/TN (%)		>= 95%			90.91%	11				NO
A.1.19.5	O-11	Centrex/TN (%)		>= 95%			100.00%	2				YES
A.1.19.6	O-11	ISDN/TN (%)		>= 95%			82.76%	29				NO
	Resale - Provisioning											
	Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)		Res	5.58	10,407	4.59	308	4.473	0.25859	3.8268	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)		Res	0.87	225,985	0.59	7,976	0.974	0.01109	24.8661	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)		Res	6.50	12	5.00	1	5.901	6.14164	0.2442	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)		Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)		Bus	5.13	3,523	5.56	53	10.023	1.38711	-0.3131	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)		Bus	1.15	15,020	1.03	184	2.823	0.20935	0.5749	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)		Bus	22.92	48			44.291			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)		Bus								
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)		Design	23.09	1,057			21.606			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)		Design	6.44	322	2.67	3	9.639	5.59102	0.6754	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)		Design	17.00	3			14.731			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)		Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)		PBX	13.50	41			15.426			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)		PBX	3.14	63	2.50	4	6.199	3.19630	0.2011	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)		PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)		PBX	1.00	8			1.234			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)		Centrex	13.89	243			17.397			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)		Centrex	2.43	445	0.33	2	6.144	4.35430	0.4825	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)		Centrex	23.35	43			15.769			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)		Centrex	8.77	20			15.950			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)		ISDN	15.50	408	7.00	4	22.080	11.09382	0.7664	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)		ISDN	1.74	682	2.12	19	3.741	0.87019	-0.4343	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)		ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)		ISDN	6.00	7			8.280			
	Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)		Res	8.34	88	0.00	0	5.454			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)		Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)		Res	13.88	17	11.00	1	13.624	14.01886	0.2056	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)		Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)		Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)		Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)		Bus	10.88	16	0.00	0	7.154			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)		Bus	0.00	0	0.00	0				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	Bus	8.67	6	0.00	0	2.338			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	Design	9.00	6	0.00	0	5.177			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	4.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX	10.00	1	0.00	0	0.000			YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX	0.00	0						
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX	0.00	0						
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX	0.00	0						
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	10.00	1	0.00	0	0.000			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	19.00	6	0.00	0	21.392			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN (%)	Res	0.34%	247,573	0.19%	9,046		0.00062	2.4013	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.35%	18,924	0.42%	238		0.00752	1.2331	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	31.56%	1,556						
A.2.4.4	P-2	PBX/TN (%)	PBX	5.93%	118	0.00%	2		0.16845	0.3522	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	8.09%	766	0.00%	2		0.19311	0.4191	YES
A.2.4.6	P-2	ISDN/TN (%)	ISDN	6.64%	1,084	0.00%	9		0.08335	0.7969	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			1.22%	164				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.88%	114				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			11.11%	9				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	3				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			0.00%	17				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			151.48	16				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs			122.58	1				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic			58.02	1				Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic			132.27	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			181.13	1				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)	Diagnostic								Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			100.00%	16				YES
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.2	P-2	Business/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	7.44%	12,279	3.05%	328		0.01469	2.9927	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.02%	235,719	0.11%	8,900		0.00016	-5.5513	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	6.67%	15	0.00%	1		0.25762	0.2588	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	Bus	4.64%	3,748	0.00%	114		0.02000	2.3208	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.01%	15,151	0.00%	236		0.00075	0.1752	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	1.82%	55						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus								
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	4.43%	1,084	0.00%	6		0.08422	0.5258	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.30%	329	0.00%	3		0.03193	0.0952	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	33.33%	3						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)	PBX	4.65%	43						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	64	0.00%	4		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	8						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	1.93%	259	0.00%	1		0.13786	0.1400	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	447	0.00%	2		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	6.82%	44						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	20						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	4.74%	422	0.00%	4		0.10674	0.4440	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	1.17%	682	0.00%	21		0.02385	0.4917	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	7						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	11.31%	13,054	10.32%	339		0.01742	0.5639	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.04%	260,662	3.27%	9,513		0.00179	-1.3037	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	8.57%	35						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	Bus	11.53%	6,948	4.08%	98		0.03249	2.2922	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	6.33%	12,028	5.47%	274		0.01487	0.5731	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	26.87%	67						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	10						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	5.28%	1,023	25.00%	8		0.07937	-2.4849	NO
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	5.37%	205	0.00%	5		0.10200	0.5261	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	1						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	0.00%	31	0.00%	1		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	94	0.00%	6		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	2	0.00%	1		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	17.24%	232	0.00%	1		0.37855	0.4555	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	3.65%	602	0.00%	3		0.10860	0.3365	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	36.36%	11						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	13.51%	37						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	8.13%	406	12.50%	8		0.09756	-0.4481	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.65%	613	11.76%	17		0.01980	-5.6131	NO
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	16						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	1.07	12,246	0.02	313	13.480	0.77163	1.3612	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	0.88	235,324	0.81	8,746	3.539	0.03854	1.9188	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.02	15	0.02	1	0.006	0.00606	0.3669	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Bus	1.72	3,716	0.02	62	22.437	2.87324	0.5928	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	2.23	15,091	0.69	174	62.341	4.75320	0.3230	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	0.45	55			2.436			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus								
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	177.09	1,062			414.701			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	6.35	329			31.059			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	12.24	3			21.170			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	32.48	43			54.601			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	9.22	64	0.18	2	34.000	24.41453	0.3703	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	0.81	8			0.215			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	17.39	257			67.416			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	3.85	445	0.02	2	14.957	10.60003	0.3617	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.10	44			0.258			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.74	20			0.270			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	95.27	398			335.371			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	4.31	678	0.99	8	28.030	9.96847	0.3331	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	74.77	7			195.754			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			11.43	14				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			6.08	151				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Diagnostic			30.68	52				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			10.61	61				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Diagnostic			320.15	6				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			20.33	3				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			52.72	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic			20.40	1				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			61.35	4				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			19.67	13				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			4.82	222				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.59	6,705				Diagnostic

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A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.78	10				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.72	69				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.92	21				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.14	830				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.96	1				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.32	4				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.07	42				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.91	3				Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.08	7				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.46	24				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			9.57	9				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.14	20				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.98	3				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.83	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.69	1				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.57	9				Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			4.87	219				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.89	2,604				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			2.78	10				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.75	64				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.97	19				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.15	708				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.96	1				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.32	4				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.60	35				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.08	1				Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.25	6				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.46	24				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			9.57	9				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.14	20				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.98	3				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.83	1				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.69	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.76	8				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			4.44%	315				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			9.45%	8,102				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			5.56%	54				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			5.46%	183				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			33.33%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			0.00%	18				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			98.86%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.56%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			94.44%	180				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			97.22%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			76.92%	13				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			91.89%	37				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			91.36%	81				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			88.89%	9				NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Resale - Maintenance and Repair											
Missed Repair Appointments											
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	5.76%	38,864	1.88%	691		0.00894	4.3406	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	0.69%	18,312	0.00%	155		0.00669	1.0361	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	6.90%	5,001	8.75%	80		0.02856	-0.6482	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.28%	2,014	0.00%	22		0.03202	0.7132	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	0.72%	1,109	0.00%	14		0.02276	0.3170	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.22%	904	0.00%	7		0.01783	0.1241	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	2.60%	77	0.00%	0				YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	0.00%	71	0.00%	2		0.00000		YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	7.34%	354	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	3.61%	249	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	9.14%	394	0.00%	2		0.20426	0.4473	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	1.83%	382	0.00%	5		0.06037	0.3035	YES
Customer Trouble Report Rate											
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.08%	1,868,222	2.23%	30,947		0.00083	-1.8458	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	0.98%	1,868,222	0.50%	30,947		0.00057	8.4473	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.20%	417,656	1.39%	5,735		0.00145	-1.3579	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.48%	417,656	0.38%	5,735		0.00092	1.0680	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	1.93%	57,544	0.15%	9,214		0.00156	11.3965	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	1.57%	57,544	0.08%	9,214		0.00141	10.6299	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.10%	73,354	0.00%	638		0.00129	0.8148	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.10%	73,354	0.31%	638		0.00124	-1.7517	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.43%	81,737	0.00%	133		0.00571	0.7583	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.30%	81,737	0.00%	133		0.00479	0.6360	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.21%	186,801	0.14%	1,392		0.00124	0.5442	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.20%	186,801	0.36%	1,392		0.00122	-1.2716	YES
Maintenance Average Duration											
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	27.50	38,864	23.07	691	28.015	1.07519	4.1188	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	10.18	18,312	6.49	155	18.442	1.48755	2.4771	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	10.88	5,001	10.79	80	14.945	1.68417	0.0547	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	4.13	2,014	4.36	22	23.411	5.01848	-0.0471	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	4.80	1,109	6.50	14	4.121	1.10843	-1.5335	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.20	904	2.49	7	2.875	1.09091	-0.2696	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	6.75	77	0.00	0	7.489			YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	2.96	71	4.33	2	2.936	2.10540	-0.6473	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	12.00	354	0.00	0	16.788			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	4.01	249	0.00	0	7.525			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	11.16	394	4.95	2	15.403	10.91888	0.5688	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	3.46	382	5.98	5	9.032	4.06544	-0.6202	YES
% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	17.81%	38,864	10.85%	691		0.01468	4.7349	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	14.26%	18,312	7.10%	155		0.02821	2.5408	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	12.78%	5,001	12.50%	80		0.03762	0.0737	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	10.97%	2,014	40.91%	22		0.06700	-4.4680	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	22.72%	1,109	14.29%	14		0.11270	0.7487	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	16.48%	904	0.00%	7		0.14077	1.1708	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	3.90%	77	0.00%	0				YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	1.41%	71	0.00%	2		0.08449	0.1667	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	14.97%	354	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	10.04%	249	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	25.13%	394	0.00%	2		0.30748	0.8172	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	16.49%	382	0.00%	5		0.16705	0.9873	YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	34.46%	26,020	32.49%	554		0.02040	0.9641	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	16.27%	6,141	9.46%	74		0.04316	1.5774	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	7.15%	3,078	5.56%	54		0.03536	0.4502	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	2.70%	740	0.00%	15		0.04229	0.6391	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	0.72%	1,109	0.00%	14		0.02276	0.3170	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.22%	904	0.00%	7		0.01783	0.1241	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	2.74%	73	0.00%	0				YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	0.00%	64	0.00%	2		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	8.64%	220	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	2.19%	137	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	9.14%	394	0.00%	2		0.20426	0.4473	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	1.84%	381	0.00%	5		0.06045	0.3039	YES

Resale - Billing

Invoice Accuracy

A.4.1	B-1	TN (%)	BST - State	98.14%	$198,400,142	99.41%	$1,773,976		0.00010	-124.7481	YES

Mean Time to Deliver Invoices - CRIS

A.4.2	B-2	Region (business days)	BST - Region	3.82	1	3.37	1,921				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B.1.1.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			17.45%	6,149				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic			3.23%	31				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			14.53%	296				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			10.17%	59				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			22.37%	76				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			15.64%	569				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			10.42%	48				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			64.71%	17				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/TN (%)	Diagnostic			8.49%	212				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			22.67%	300				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic			100.00%	2				Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic			7.87%	127				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B.1.2.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			36.28%	2,230				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic			33.33%	3				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			28.57%	7				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	9				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			36.84%	19				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			17.33%	75				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			33.33%	12				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			20.83%	120				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/TN (%)	Diagnostic			13.51%	74				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			35.14%	111				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic			11.18%	170				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			47.57%	267				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			42.50%	40				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			14.29%	28				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			21.74%	23				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			28.57%	7				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			31.91%	47				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			64.10%	39				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			36.36%	33				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			38.06%	134				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			25.04%	615				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			33.33%	21				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			20.60%	403				Diagnostic

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				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Reject Interval - Mechanized											
B.1.4.1	O-8	Switch Ports/TN (%)		>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN (%)		>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/TN (%)		>= 97% w in 1 hr								
B.1.4.4	O-8	Combo Other/TN (%)		>= 97% w in 1 hr			93.78%	1,077				
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 97% w in 1 hr			0.00%	1				NO
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)		>= 97% w in 1 hr			97.67%	43				NO
B.1.4.7	O-8	Line Sharing/TN (%)		>= 97% w in 1 hr			85.71%	7				YES
B.1.4.8	O-8	2W Analog Loop Design/TN (%)		>= 97% w in 1 hr			58.82%	17				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)		>= 97% w in 1 hr			65.93%	91				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)		>= 97% w in 1 hr			16.67%	6				NO
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)		>= 97% w in 1 hr								NO
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)		>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)		>= 97% w in 1 hr			100.00%	11				YES
B.1.4.14	O-8	Other Design/TN (%)		>= 97% w in 1 hr								
B.1.4.15	O-8	Other Non-Design/TN (%)		>= 97% w in 1 hr			50.00%	18				NO
B.1.4.16	O-8	INP Standalone/TN (%)		>= 97% w in 1 hr			75.00%	68				NO
B.1.4.17	O-14	LNP Standalone/TN (%)		>= 97% w in 1 hr			0.00%	2				NO
							100.00%	10				YES
	Reject Interval - Partially Mechanized - 10 hours											
B.1.7.1	O-8	Switch Ports/TN (%)		>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/TN (%)		>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/TN (%)		>= 85% w in 10 hrs			97.57%	824				
B.1.7.4	O-8	Combo Other/TN (%)		>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 85% w in 10 hrs			50.00%	2				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)		>= 85% w in 10 hrs								NO
B.1.7.7	O-8	Line Sharing/TN (%)		>= 85% w in 10 hrs			75.00%	8				
B.1.7.8	O-8	2W Analog Loop Design/TN (%)		>= 85% w in 10 hrs			84.62%	13				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)		>= 85% w in 10 hrs			60.00%	5				NO
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)		>= 85% w in 10 hrs								NO
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)		>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)		>= 85% w in 10 hrs								
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)		>= 85% w in 10 hrs			92.00%	25				
B.1.7.14	O-8	Other Design/TN (%)		>= 85% w in 10 hrs								YES
B.1.7.15	O-8	Other Non-Design/TN (%)		>= 85% w in 10 hrs			100.00%	13				
B.1.7.16	O-8	INP Standalone/TN (%)		>= 85% w in 10 hrs			100.00%	39				YES
B.1.7.17	O-14	LNP Standalone/TN (%)		>= 85% w in 10 hrs								YES
							74.07%	27				
	Reject Interval - Non-Mechanized											NO
B.1.8.1	O-8	Switch Ports/TN (%)		>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/TN (%)		>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/TN (%)		>= 85% w in 24 hrs			93.08%	130				
B.1.8.4	O-8	Combo Other/TN (%)		>= 85% w in 24 hrs			94.12%	17				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)		>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.7	O-8	Line Sharing/TN (%)		>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)		>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)		>= 85% w in 24 hrs			100.00%	30				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)		>= 85% w in 24 hrs								YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)		>= 85% w in 24 hrs			100.00%	1				
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)		>= 85% w in 24 hrs			91.67%	12				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)		>= 85% w in 24 hrs								YES
B.1.8.14	O-8	Other Design/TN (%)		>= 85% w in 24 hrs			100.00%	53				
B.1.8.15	O-8	Other Non-Design/TN (%)		>= 85% w in 24 hrs			98.75%	160				YES
B.1.8.16	O-8	INP Standalone/TN (%)		>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.17	O-14	LNP Standalone/TN (%)		>= 85% w in 24 hrs			100.00%	85				YES
	FOC Timeliness - Mechanized											YES
B.1.9.1	O-9	Switch Ports/TN (%)		>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)		>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			97.21%	5,084				YES
B.1.9.4	O-9	Combo Other/TN (%)	>= 95% w in 3 hrs			25.00%	4				NO
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 3 hrs			94.23%	208				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			96.15%	52				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			96.77%	62				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			98.99%	497				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	46				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 95% w in 3 hrs			100.00%	6				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/TN (%)	>= 95% w in 3 hrs			99.48%	194				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			71.70%	212				NO
B.1.9.16	O-9	INP Standalone/TN (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/TN (%)	>= 95% w in 3 hrs			96.52%	115				YES
		FOC Timeliness - Partially Mechanized - 10 hours									
B.1.12.1	O-9	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			89.96%	1,733				YES
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			81.82%	11				NO
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			92.31%	13				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			98.51%	67				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			100.00%	9				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			95.74%	94				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/TN (%)	>= 85% w in 10 hrs			95.38%	65				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			75.68%	74				NO
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			87.42%	159				YES
		FOC Timeliness - Non-Mechanized									
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			97.08%	137				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			96.00%	25				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	25				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	18				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			93.55%	31				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs			100.00%	23				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			98.82%	85				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			99.58%	471				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	11				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.68%	308				YES
		FOC & Reject Response Completeness - Mechanized									
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.85%	2,662				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.77%	3,487				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			16.13%	31				NO
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			94.61%	167				NO
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			71.32%	129				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			96.55%	58				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	1				YES
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	59				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	17				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			99.55%	445				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			97.58%	124				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	48				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	10				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%			100.00%	7				YES
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%								
B.1.14.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			96.99%	133				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	79				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	84				YES
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%			88.89%	216				NO
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			100.00%	2				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	79				YES
			>= 95%			95.83%	48				YES

FOC & Reject Response Completeness - Partially Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%								
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.44%	535				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			99.82%	1,695				YES
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%			100.00%	3				YES
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%								
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			75.00%	4				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			66.67%	3				NO
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	4				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	14				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	5				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	62				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%			100.00%	13				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%								
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%			100.00%	12				YES
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	69				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%			98.04%	51				YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%								
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	51				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	23				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	34				YES
			>= 95%			96.10%	77				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%								
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	120				YES
						100.00%	50				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	1				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%								
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			97.00%	267				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	40				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	28				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	23				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	7				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			100.00%	47				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%			94.87%	39				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	1				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			90.91%	33				NO
B.1.16.14	O-11	Other Design/TN (%)	>= 95%								
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			98.51%	134				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			99.19%	615				YES
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			90.48%	21				NO
						98.51%	403				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			96.46%	2,658				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.37%	3,479				YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	5				YES
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			97.47%	158				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			95.65%	92				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			98.21%	56				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	1				YES
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			94.92%	59				NO
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			94.12%	17				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			91.87%	443				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			94.21%	121				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			91.67%	48				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			90.00%	10				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%			85.71%	7				NO
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/TN (%)	>= 95%								
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			94.57%	129				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			97.47%	79				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			96.43%	84				YES
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%			100.00%	192				YES
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			100.00%	2				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			78.48%	79				NO
						63.04%	46				NO

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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%								
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			86.47%	532				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			87.23%	1,692				NO
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%			100.00%	3				YES
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%								
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	3				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	2				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	5				YES
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	4				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			92.86%	14				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	5				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			83.87%	62				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%			100.00%	13				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%								
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%			91.67%	12				NO
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			39.13%	69				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%			48.00%	50				NO
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/TN (%)	>= 95%								
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			92.16%	51				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	23				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			97.06%	34				YES
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%			95.95%	74				YES
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%								
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			57.50%	120				NO
			>= 95%			72.00%	50				NO

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

B.1.19.1	O-11	Switch Ports/TN (%)	>= 95%			100.00%	1				YES
B.1.19.2	O-11	Local Interoffice Transport/TN (%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			95.37%	259				YES
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			90.00%	40				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			96.43%	28				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			95.65%	23				YES
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			85.71%	7				NO
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			95.74%	47				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			100.00%	37				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%			100.00%	1				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			96.67%	30				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			95.45%	132				YES
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			96.07%	610				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			100.00%	19				YES
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			96.47%	397				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.46	13,930			6.355			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	241,005			1.179			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	19.63	60			40.163			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)								
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	17.01	793			14.655			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	R&B	5.57	14,244	3.09	213	6.733	0.46479	5.3410	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	0.89	242,142	0.67	3,243	1.216	0.02149	10.0013	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	123,077	0.33	2,088	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.46	119,065	1.29	1,155	1.535	0.04539	3.8148	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	21.18	103	2.67	3	32.231	18.87746	0.9809	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	6.44	35			12.836			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	13			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	10.05	22			15.167			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	7.06	15,679	11.89	28	10.370	1.96145	-2.4618	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	7.06	15,679			10.370			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	21.07	106			31.840			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	21.07	106			31.840			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	14.65	250	10.96	49	24.516	3.83022	0.9627	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.44	352			2.825			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	2.86	1,344	2.80	5	2.223	0.99612	0.0643	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	2.49	2,035	3.70	37	1.775	0.29438	-4.1292	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	18.00	3			25.120			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail	35.29	7			19.593			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.57	14,244	4.75	100	6.733	0.67568	1.2160	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.57	14,244			6.733			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.46	13,930	4.08	12	6.355	1.83532	0.7517	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.46	118,420			1.479			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	19.63	60			40.163			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.57	14,244			6.733			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.57	14,244			6.733			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.46	13,930			6.355			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.46	118,420			1.479			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	19.63	60			40.163			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.57	14,244	5.00	41	6.733	1.05306	0.5428	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.57	14,244			6.733			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	21.18	103			32.231			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.46	13,930			6.355			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.46	118,420			1.479			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	19.63	60			40.163			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	21.88	1,435			21.991			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	6.82	375			9.554			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	17.00	3			14.731			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	5.57	14,244			6.733			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	0.89	242,142			1.216			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	21.18	103			32.231			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	6.44	35			12.836			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.46	13,930			6.355			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	241,005			1.179			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	19.63	60			40.163			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)								
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.46	13,930			6.355			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.89	241,005	0.49	445	1.179	0.05593	7.0418	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	19.63	60			40.163			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)			0.67	2				
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	6.50	1,806	7.23	119	12.045	1.13996	-0.6334	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	2.81	2,784			4.269			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	3.50	2			0.707			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	20.50	2			19.092			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	18.83	325	6.47	187	19.184	1.76076	7.0199	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	2.26	261			5.226			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	6.00	7			8.280			
Order Completion Interval within X days											
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			4.74	82				YES
Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	8.73	104			5.781			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	12.52	23			11.904			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice	5.00	1			0.000			
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	R&B	8.74	105	0.00	0	5.755			
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	12.52	23	0.00	0	11.904			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	9.28	116	11.00	1	7.440	7.47171	-0.2308	YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	R&B&D - Disp	12.17	24	0.00	0	11.772			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	26.75	4	6.00	1	18.554	20.74398	1.0003	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	19.00	6	0.00	0	21.392			
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								YES
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	26.75	4	0.00	0	18.554			YES

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B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0						YES
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.74	105	0.00	0	5.755			
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	R&B - Disp	12.52	23	0.00	0	11.904			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.73	104	0.00	0	5.781			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	12.52	23	0.00	0	11.904			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.74	105			5.755			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	12.52	23			11.904			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.73	104			5.781			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	12.52	23			11.904			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.74	105	0.00	0	5.755			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	12.52	23	0.00	0	11.904			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0						YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.73	104			5.781			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	12.52	23			11.904			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	13.69	13			15.102			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	4.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	8.74	105			5.755			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	12.52	23			11.904			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.73	104			5.781			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	12.52	23			11.904			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.73	104	0.00	0	5.781			YES

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B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	12.52	23	0.00	0	11.904			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1	20.17	12	6.00	1	18.522	19.27820	0.7349	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	12.00	1	11.40	5	0.000	0.00000		YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0						

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.41%	266,497						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	40.54%	819						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.43%	268,036	0.22%	5,887		0.00086	2.3981	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	9.49%	18,032	100.00%	4		0.14658	-6.1743	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	4.61%	3,513	4.11%	73		0.02480	0.2024	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	6.36%	786	4.55%	44		0.03781	0.4803	YES
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	4.61%	3,513						
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.43%	268,036	7.50%	160		0.00516	-13.7201	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.76%	144,019	13.89%	36		0.01444	-9.0949	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.43%	268,036						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.76%	144,019						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.43%	268,036	3.61%	83		0.00716	-4.4540	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.76%	144,019						
B.2.5.14	P-2	Other Design/TN (%)	Design	29.07%	1,985						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.43%	268,036						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.41%	266,497						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.41%	266,497	0.00%	208		0.00443	0.9235	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	7.13%	4,715	4.55%	110		0.02481	1.0401	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	29.62%	628	71.43%	203		0.03686	-11.3425	NO

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			0.31%	327				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			45.16%	31				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			7.84%	51				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			10.00%	10				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	43				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			0.00%	24				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	25				Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			0.00%	253				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			7.55%	53				Diagnostic
			Diagnostic			61.29%	31				Diagnostic

Average Jeopardy Notice Interval - Mechanized

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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			114.13	8				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs			365.78	4				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs			181.60	3				YES
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			181.88	2				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			224.62	12				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			147.40	4				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs			189.39	3				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/TN (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/TN (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/TN (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)	>= 48 hrs			181.71	5				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			185.46	145				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
B.2.9.1	P-2	Switch Ports/TN (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)	Diagnostic			57.55	1				Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			338.82	13				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic			167.58	3				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic			323.43	1				Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			206.55	4				Diagnostic
			Diagnostic			200.89	19				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B.2.10.1	P-2	Switch Ports/TN (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/TN (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/TN (%)	95% >= 48 hrs			100.00%	8				YES
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs			50.00%	2				NO
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			100.00%	12				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN (%)	95% >= 48 hrs								
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			80.00%	5				NO

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B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			100.00%	145				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	13				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			100.00%	4				Diagnostic
			Diagnostic			100.00%	19				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/TN (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/TN (%)	>= 95% w in 15 min			100.00%	302				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	80				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	18				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			97.50%	80				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	18				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/TN (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			2.50%	80				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	18				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/TN (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (minutes)	Diagnostic			38.67	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)	<= 5%			1.75%	286				YES
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.79%	16,027						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.02%	250,870						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	2.86%	70						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)								
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	0.76%	793						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								

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B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	6.67%	16,359	3.95%	329		0.01389	1.9563	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.02%	252,009	0.03%	5,882		0.00020	-0.5009	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	123,120	0.00%	2,094		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.05%	128,889	0.05%	3,788		0.00036	-0.1757	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	4.39%	114	0.00%	8		0.07490	0.5856	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	35						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	13						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	22						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	6.52%	17,835	8.33%	36		0.04119	-0.4400	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	6.52%	17,835						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.13%	117						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	5.13%	117						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.56%	1,620	0.00%	113		0.02229	2.4927	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,107						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	2						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	6.34%	268	3.64%	55		0.03608	0.7502	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	1.48%	540						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.56%	1,620	0.00%	5		0.10260	0.5415	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,107	2.63%	38		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	2						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.67%	16,359	2.20%	182		0.01860	2.4045	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.67%	16,359						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.79%	16,027	5.56%	36		0.04197	0.2938	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.04%	128,242						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	2.86%	70						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.67%	16,359						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.67%	16,359						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.79%	16,027						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.04%	128,242						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	2.86%	70						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.67%	16,359	0.00%	104		0.02454	2.7175	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.67%	16,359						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.39%	114						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.79%	16,027						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.04%	128,242						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	2.86%	70						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	4.88%	1,476						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	1.04%	383						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	33.33%	3						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	6.67%	16,359						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.02%	252,009						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	4.39%	114						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	35						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.79%	16,027						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.02%	250,870						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	2.86%	70						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)								
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.79%	16,027						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.02%	250,870	0.00%	456		0.00069	0.3159	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	2.86%	70						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)			0.00%	6				
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	6.01%	2,095	1.30%	154		0.01985	2.3756	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.28%	2,847						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	2						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	2						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	4.22%	332	9.17%	229		0.01726	-2.8693	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	261						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	7						

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.38%	20,002						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.18%	272,690						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	20.59%	102						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	8.00%	888	0.00%	11		0.08228	0.9717	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3	0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	11.42%	20,295	12.03%	349		0.01717	-0.3598	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.18%	273,948	3.69%	7,476		0.00206	-2.5123	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.01%	132,674	3.86%	2,490		0.00346	-2.4350	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.33%	141,274	3.61%	4,986		0.00258	-1.0932	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	22.12%	113	14.29%	7		0.16167	0.4848	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	7.69%	65	0.00%	3		0.15736	0.4888	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	8.33%	12						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	7.55%	53	0.00%	3		0.15676	0.4814	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	11.08%	21,694	14.63%	41		0.04907	-0.7240	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	11.08%	21,694						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	21.93%	114						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	21.93%	114						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.05%	1,555	4.49%	89		0.02149	-0.2061	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	3.27%	1,955						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	7.53%	332	11.29%	62		0.03651	-1.0300	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.59%	506						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.05%	1,555	0.00%	5		0.08832	0.4587	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	3.27%	1,955	6.67%	45		0.02683	-1.2646	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.42%	20,295	8.38%	167		0.02471	1.2276	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.42%	20,295						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.38%	20,002	0.00%	28		0.06007	1.8952	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.33%	140,516						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	20.59%	102						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.42%	20,295						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.42%	20,295						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.38%	20,002						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.33%	140,516						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	20.59%	102						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.42%	20,295	10.31%	97		0.03237	0.3421	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.42%	20,295						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	22.12%	113						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.38%	20,002						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.33%	140,516						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	20.59%	102						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	6.22%	1,399						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	4.69%	256						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	1						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	11.42%	20,295	0.00%	1		0.31802	0.3590	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.18%	273,948						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	22.12%	113						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	7.69%	65						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.38%	20,002						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.18%	272,690						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	20.59%	102						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.38%	20,002						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.18%	272,690	0.00%	350		0.00939	3.3888	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	20.59%	102						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	10	0.00%	9		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.39%	2,052	7.53%	146		0.01754	-1.7949	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	2.85%	2,635						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	2						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	10.24%	205	14.58%	192		0.03045	-1.4250	YES
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	3.03%	132						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	16						

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.22	15,962			16.021			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.96	250,415			15.687			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.35	70			2.162			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)								
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	77.65	780			158.969			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	1.49	16,291	0.02	272	17.986	1.09965	1.3371	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.97	251,549	0.93	5,603	15.669	0.21164	0.1665	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	0.99	122,832	0.84	1,891	5.105	0.11830	1.2826	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	0.95	128,717	0.98	3,712	21.329	0.35509	-0.0955	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	0.26	114	0.02	6	1.701	0.71262	0.3367	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	15.56	35			87.547			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	0.81	13			0.210			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	24.29	22			110.429			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	14.18	17,722	32.31	3	122.518	70.74192	-0.2562	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	14.18	17,722			122.518			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	0.56	117			3.764			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	0.56	117			3.764			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	5.11	1,619	7.35	66	30.978	3.89006	-0.5752	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.23	2,107			11.676			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.02	2			0.000			

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B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.03	2			0.024			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	50.04	253	10.34	44	358.083	58.48916	0.6788	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	2.84	537			16.548			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	5.11	1,619			17.384			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.23	2,107			11.676			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.02	2			0.000			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.03	2			0.024			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.49	16,291	28.89	153	46.862	3.80634	-7.1976	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.49	16,291			17.986			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.22	15,962	0.02	36	16.021	2.67315	0.4512	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.94	128,074			21.367			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	0.35	70			2.162			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.49	16,291			17.986			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.49	16,291			17.986			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.22	15,962			16.021			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.94	128,074			21.367			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	0.35	70			2.162			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	1.49	16,291	6.92	77	39.573	4.52043	-1.2013	YES
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.49	16,291			17.986			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.26	114			1.701			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.22	15,962			16.021			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.94	128,074			21.367			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	0.35	70			2.162			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or								
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	158.72	1,431			399.489			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	12.56	382			47.422			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	12.24	3			21.170			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	1.49	16,291			17.986			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.97	251,549			15.669			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	0.26	114			1.701			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	15.56	35			87.547			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.22	15,962			16.021			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.96	250,415			15.687			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.35	70			2.162			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)								
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.22	15,962			16.021			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.96	250,415	0.67	206	15.687	1.09338	0.2624	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.35	70			2.162			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)			0.43	1	0.000			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	18.69	2,076	8.83	104	138.584	13.92549	0.7081	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.89	2,844			15.486			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	0.02	2			0.000			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.03	2			0.024			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	134.39	318	34.84	194	239.589	21.82671	4.5607	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	7.95	260			41.640			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	74.77	7			195.754			

Average Completion Notice Interval - Non-Mechanized

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic

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B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			16.49	54				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			9.31	275				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			7.56	201				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			14.06	74				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			17.24	2				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic			59.51	33				Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			16.37	47				Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			92.87	10				Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.02	5				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic			0.78	38				Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			52.85	25				Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			21.19	23				Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic

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B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic			2.69	249				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			0.86	6				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			24.62	49				Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			48.03	31				Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.86	105				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.79	2,181				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.56	2				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			13.88	1				Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.55	50				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.83	16				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.62	59				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.76	5				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.12	2				Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.63	86				Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.10	62				Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.86	121				Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.16	44				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			1.25	760				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.75	1				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			13.91	1				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.77	9				Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.01	4				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.52	22				Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.84	112				Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			1.12	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			13.91	1				Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.97	18				Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.05	13				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			2.25	28				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			12.27	16				Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.45	10				Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			11.07	5				Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.08	1				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.35	1				Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.73	9				Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.84	7				Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.78	233				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.13	11				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.70	10				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.82	103				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.92	1,675				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.56	2				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			13.88	1				Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.80	33				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			12.15	11				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.88	45				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.76	5				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.12	2				Diagnostic

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B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic			0.63	86				Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	41				Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.00	107				Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.00	42				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.24	712				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			13.91	1				Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.63	7				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.72	3				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.52	22				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.84	111				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.12	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			13.91	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.07	17				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.05	13				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.32	27				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.27	16				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.90	7				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			12.75	2				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			4.08	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.35	1				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.40	5				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.84	7				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.77	231				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.95	7				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.91	9				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B.2.31	P-13	LNP/TN (%)	>= 95% w in 15 min								
		% Completions w/o Notice or < 24 hours									
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic			15.38%	221				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			8.45%	3,302				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			10.00%	30				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			1.23%	81				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic			4.08%	49				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	36				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			3.88%	103				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			8.33%	12				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic			31.48%	54				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			3.79%	448				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			2.52%	119				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic			3.68%	190				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			100.00%	94				YES
B.2.33.2	P-8	xDSL Other/TN (%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			69.33%	75				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	25				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			90.91%	11				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			96.33%	300				YES

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B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)		>= 95%			98.02%	405				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)		>= 95%			97.73%	132				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)		>= 95%			97.53%	81				YES
	Unbundled Network Elements - Maintenance and Repair											
	Missed Repair Appointments											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)		R&B (POTS)	5.89%	43,865						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)		R&B (POTS)	0.85%	20,326						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)		DS1/DS3	0.99%	506	0.00%	3		0.05728	0.1725	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)		DS1/DS3	0.42%	236	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)		R&B	5.91%	44,209	6.62%	1,043		0.00739	-0.9543	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)		R&B	0.88%	20,566	4.08%	368		0.00491	-6.5063	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)		R&B&D - Disp	5.80%	45,799	0.00%	22		0.04985	1.1637	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)		R&B&D - Disp	5.80%	45,799	0.00%	8		0.08266	0.7019	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)		ADSL to Retail	40.16%	610	5.56%	18		0.11724	2.9519	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)		ADSL to Retail	2.10%	1,144	0.00%	3		0.08285	0.2532	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)		ISDN - BRI	10.12%	346	7.41%	27		0.06025	0.4495	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)		ISDN - BRI	2.27%	309	0.00%	8		0.05328	0.4251	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)		ADSL to Retail	40.16%	610	30.00%	10		0.15629	0.6503	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)		ADSL to Retail	2.10%	1,144	16.67%	6		0.05866	-2.4836	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)		R&B - Disp	5.91%	44,209	9.74%	267		0.01448	-2.6439	NO
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)		R&B - Disp	5.91%	44,209	1.35%	74		0.02744	1.6617	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)		R&B (POTS) excl SB FT	5.87%	43,752	0.00%	9		0.07839	0.7494	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)		R&B (POTS) excl SB FT	0.78%	18,569	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)		Design	2.77%	1,590	0.00%	1		0.16409	0.1686	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)		Design	0.73%	1,366	0.00%	1		0.08528	0.0858	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)		R&B	5.91%	44,209	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)		R&B	0.88%	20,566	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)		R&B (POTS)	5.89%	43,865						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)		R&B (POTS)	0.85%	20,326						
	Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)		R&B (POTS)	1.92%	2,285,878						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)		R&B (POTS)	0.89%	2,285,878						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)		DS1/DS3	2.28%	22,167	1.97%	152		0.01230	0.2513	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)		DS1/DS3	1.06%	22,167	0.00%	152		0.00840	1.2678	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)		R&B	1.84%	2,405,650	1.34%	77,885		0.00049	10.1015	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)		R&B	0.85%	2,405,650	0.47%	77,885		0.00034	11.3601	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)		R&B&D - Disp	1.61%	2,837,270	5.71%	385		0.00648	-6.3317	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)		R&B&D - Disp	1.61%	2,837,270	2.08%	385		0.00648	-0.7161	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)		ADSL to Retail	1.17%	52,190	0.86%	2,086		0.00241	1.2673	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)		ADSL to Retail	2.19%	52,190	0.14%	2,086		0.00331	6.1958	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)		ISDN - BRI	1.46%	23,680	1.32%	2,049		0.00278	0.5153	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)		ISDN - BRI	1.30%	23,680	0.39%	2,049		0.00263	3.4764	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)		ADSL to Retail	1.17%	52,190	1.33%	750		0.00398	-0.4138	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)		ADSL to Retail	2.19%	52,190	0.80%	750		0.00544	2.5565	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)		R&B - Disp	1.84%	2,405,650	0.64%	41,622		0.00067	17.8489	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)		R&B - Disp	1.84%	2,405,650	0.18%	41,622		0.00067	24.7677	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)		R&B (POTS) excl SB FT	1.91%	2,285,878	2.44%	369		0.00720	-0.7289	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)		R&B (POTS) excl SB FT	0.81%	2,285,878	0.00%	369		0.00469	1.7312	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)		Design	0.37%	431,620	0.35%	288		0.00358	0.0591	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)		Design	0.32%	431,620	0.35%	288		0.00332	-0.0927	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)		R&B	1.84%	2,405,650	0.00%	1,248		0.00384	4.7878	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)		R&B	0.85%	2,405,650	0.00%	1,248		0.00262	3.2655	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)		R&B (POTS)	1.92%	2,285,878						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)		R&B (POTS)	0.89%	2,285,878						
	Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)		R&B (POTS)	25.61	43,865			27.363			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	9.58	20,326			19.078			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	4.07	506	3.28	3	3.612	2.09151	0.3765	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.94	236	0.00	0	4.929			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	25.51	44,209	12.26	1,043	27.323	0.85596	15.4791	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	9.51	20,566	4.46	368	18.994	0.99893	5.0497	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	24.84	45,799	4.47	22	27.121	5.78364	3.5216	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	24.84	45,799	1.27	8	27.121	9.58962	2.4579	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	33.22	610	6.89	18	40.508	9.68776	2.7173	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	1.92	1,144	0.58	3	11.169	6.45707	0.2080	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	11.90	346	8.51	27	16.173	3.23164	1.0498	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	3.46	309	3.39	8	9.911	3.54903	0.0188	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	33.22	610	43.50	10	40.508	12.91444	-0.7961	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	1.92	1,144	15.50	6	11.169	4.57181	-2.9702	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	25.51	44,209	10.04	267	27.323	1.67720	9.2211	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	25.51	44,209	3.65	74	27.323	3.17892	6.8758	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	25.59	43,752	6.67	9	26.984	8.99557	2.1039	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	10.12	18,569	0.00	0	19.719			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	6.36	1,590	3.38	1	8.704	8.70636	0.3416	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	2.66	1,366	2.38	1	5.449	5.45130	0.0512	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	25.51	44,209	0.00	0	27.323			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	9.51	20,566	0.00	0	18.994			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	25.61	43,865			27.363			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	9.58	20,326			19.078			

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	17.23%	43,865						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	13.94%	20,326						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	23.91%	506	0.00%	3		0.24700	0.9681	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	19.07%	236	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	17.22%	44,209	9.88%	1,043		0.01183	6.2084	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	13.87%	20,566	12.77%	368		0.01818	0.6055	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	17.39%	45,799	31.82%	22		0.08083	-1.7845	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	17.39%	45,799	37.50%	8		0.13403	-1.5002	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	29.02%	610	5.56%	18		0.10854	2.1615	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	27.71%	1,144	0.00%	3		0.25874	1.0709	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	26.59%	346	3.70%	27		0.08828	2.5924	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	18.45%	309	25.00%	8		0.13889	-0.4718	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	29.02%	610	40.00%	10		0.14469	-0.7591	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	27.71%	1,144	33.33%	6		0.18320	-0.3070	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	17.22%	44,209	6.37%	267		0.02317	4.6823	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	17.22%	44,209	12.16%	74		0.04392	1.1511	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	17.22%	43,752	22.22%	9		0.12586	-0.3974	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	14.17%	18,569	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	22.26%	1,590	0.00%	1		0.41615	0.5350	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	15.96%	1,366	0.00%	1		0.36636	0.4356	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	17.22%	44,209	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	13.87%	20,566	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	17.23%	43,865						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	13.94%	20,326						

Out of Service > 24 hours

B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	31.57%	29,098						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	14.81%	6,881						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.99%	506	0.00%	3		0.05728	0.1725	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.42%	236	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	31.42%	29,304	10.10%	683		0.01797	11.8638	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	14.58%	7,001	1.17%	171		0.02732	4.9104	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	29.94%	30,894	0.00%	22		0.09768	3.0654	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	29.94%	30,894	0.00%	8		0.16195	1.8489	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	40.16%	610	5.56%	18		0.11724	2.9519	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.10%	1,144	0.00%	3		0.08285	0.2532	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	10.12%	346	7.41%	27		0.06025	0.4495	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	2.27%	309	0.00%	8		0.05328	0.4251	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	40.16%	610	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.10%	1,144	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	31.42%	29,304	9.74%	267		0.02854	7.5975	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	31.42%	29,304	1.35%	74		0.05403	5.5650	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	31.58%	29,086	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	14.82%	6,878	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	2.77%	1,590	0.00%	1		0.16409	0.1686	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	0.73%	1,366	0.00%	1		0.08528	0.0858	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	31.42%	29,304	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	14.58%	7,001	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	31.57%	29,098						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	14.81%	6,881						

Unbundled Network Elements - Billing

Invoice Accuracy

B.4.1	B-1	TN (%)	BST - State	98.14%	$198,400,142	99.99%	$2,692,920		0.00008	-223.4774	YES

Mean Time to Deliver Invoices - CRIS

B.4.2	B-2	Region (business days)	BST - Region	3.82	1	3.46	1,581				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/TN (%)	Diagnostic			56.76%	37				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	21				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	22				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			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	27.13	44	10.56	18	26.789	7.49525	2.2112	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	39	0.00%	10		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%	44	0.00%	21		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	2,016	0.00%	2,583		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	136.50	41	17.60	21	427.561	114.73402	1.0363	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			12.29	18				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic								
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic			0.00%	18				Diagnostic
											Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	71				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	29				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	1				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%	3	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	20	0.00%	0				YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	185,574	0.00%	50,739		0.00002	0.8026	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.01%	185,574	0.00%	50,739		0.00005	2.0722	YES
	Maintenance Average Duration										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	6.06	3	0.00	0	2.372			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	0.36	20	0.00	0	0.118			YES
		% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	3	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	20	0.00%	0				YES
		Out of Service > 24 hours									
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	3	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	20	0.00%	0				YES
		Local Interconnection Trunks - Billing									
		Invoice Accuracy									
C.4.1	B-1	TN (%)	BST - State	98.14%	$198,400,142	99.90%	$2,090,890		0.00009	-187.9789	YES
		Mean Time to Deliver Invoices - CABS									
C.4.2	B-2	Region (calendar days)	BST - Region	4.54	1	4.29	7,952				YES
		Local Interconnection Trunks - Trunk Blocking									
		Trunk Group Performance - Aggregate									
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)	>0.5% dif 2 consec. hrs			0					YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Operations Support Systems - Pre-Ordering											
% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.76%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.86%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			99.86%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.26%					NO
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			99.49%					NO
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			99.48%					NO
% Interface Availability - BST & CLEC											
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.98%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.99%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)											
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.88	1,662,027	1.02	386,506				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.91	8,691	1.02	386,506				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3.03	4,284,424	0.93	223,663				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.76	778,843	0.93	223,663				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	3.01	820,139	0.80	100,419				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.61	280,482	0.80	100,419				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,418,537	0.52	677				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	290,595	0.52	677				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.24	4,324,284	1.14	1,313,285				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.95	540,104	1.14	1,313,285				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	4.35	9,130,832	0.64	54,746				YES
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.73	642,068	0.64	54,746				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	4.35	9,130,832	0.04	115,506				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.73	642,068	0.04	115,505				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)											
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.88	1,662,027	1.52	397,868				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.91	8,691	1.52	397,868				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3.03	4,284,424	2.34	97,257				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.76	778,843	2.34	97,257				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.37	320				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.37	320				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	3.01	820,139	1.89	21,098				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.61	280,482	1.89	21,098				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,418,537	1.83	254,711				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	290,595	1.83	254,711				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.24	4,324,284	2.85	446,963				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.95	540,104	2.85	446,963				YES
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.86%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			99.91%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.92%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			99.99%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	94.95%	1,604,342	94.66%	119,378		0.00066	4.4627	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.58%	46,568	3.67%	1,309		0.00445	-2.4373	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.47%	31,637	7.51%	5,836		0.00294	-10.2981	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.61%	1,604,281	99.58%	123,250		0.00018	1.7696	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	79.21%	1,192,390	66.24%	73,719		0.00154	84.1631	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.65%	114,733	98.81%	7,087		0.00073	11.4128	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	33.15%	6,214	21.43%	168		0.03681	3.1848	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.81%	209,127	99.86%	17,586		0.00034	-1.5009	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	82.83%	62,644	81.89%	4,528		0.00580	1.6105	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.02%	1,604,342	99.39%	119,378		0.00030	-12.5894	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	77.66%	46,568	82.58%	1,309		0.01167	-4.2178	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	71.08%	31,637	41.67%	5,836		0.00646	45.5375	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.80%	1,604,281	99.85%	123,250		0.00013	-3.7432	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	90.59%	1,192,390	80.53%	73,719		0.00111	90.8098	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.83%	114,733	99.52%	7,087		0.00051	6.0140	NO
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	98.41%	6,214	95.83%	168		0.00979	2.6287	NO
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.98%	209,127	100.00%	17,586		0.00010	-1.6712	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.42%	62,644	99.25%	4,528		0.00117	1.4676	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.98%	1,604,342	0.61%	119,378		0.00030	12.5894	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	22.34%	46,568	17.42%	1,309		0.01167	4.2178	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	28.92%	31,637	58.33%	5,836		0.00646	-45.5375	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.20%	1,604,281	0.15%	123,250		0.00013	3.7432	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	9.41%	1,192,390	19.47%	73,719		0.00111	-90.8098	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.17%	114,733	0.48%	7,087		0.00051	-6.0140	NO
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	71.90%	6,430	70.36%	685		0.01807	0.8482	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	1.59%	6,214	4.17%	168		0.00979	-2.6287	NO
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	87.29%	64,264	78.27%	6,345		0.00438	20.5823	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.02%	209,127	0.00%	17,586		0.00010	1.6712	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.58%	62,644	0.75%	4,528		0.00117	-1.4676	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical Caged/TN (calendar days)	<= 30 days			8	2				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			8	2				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)	<= 90 days			18	3				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days			5	7				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days			49	1				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	11				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			85.96%	368,639				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			85.96%	368,639				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			88.58%	175,117				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			73.74%	4,836				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			83.84%	188,686				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			78.96%	401,329				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			78.96%	401,329				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			81.68%	189,918				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			53.42%	6,676				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			77.27%	204,735				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			83.63%	8,563				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			83.63%	8,563				NO
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/TN (%)	>= 95% w in 3 bus days			10.00%	10				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			80.51%	662				NO
	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%	10				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days			50.00%	2				NO
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	259.48	5,582,890	58.19	41,576				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	52.80	1,593,224	28.04	91,272				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			5.53					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			78.80%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			4.54					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			86.10%					PBD

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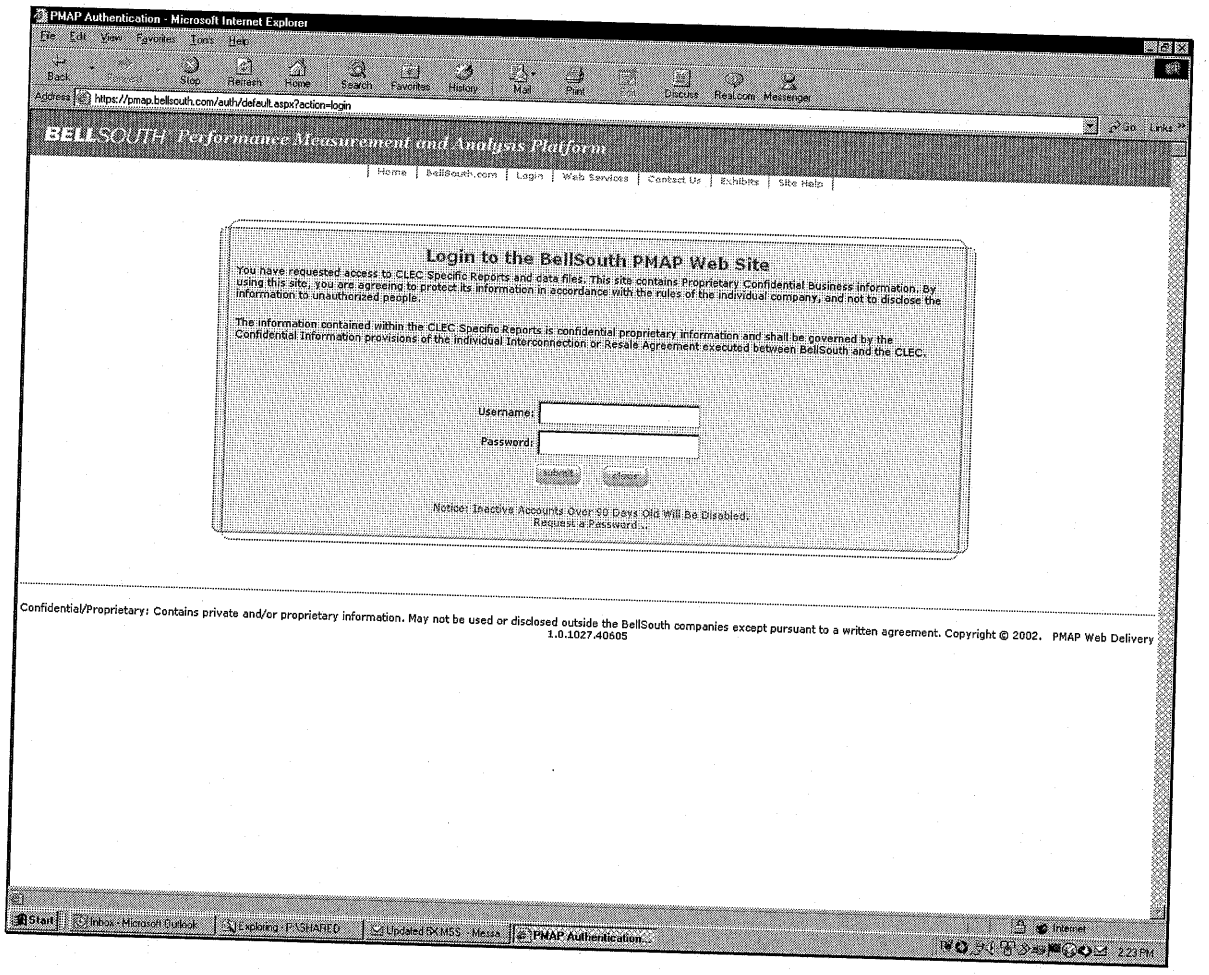
			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			1.54	1,987				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			95.72%	220,455				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	1,987				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	3,216	100.00%	22,639		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.33%	27,358	99.38%	475,419,169		0.00049	-0.9527	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.92%	27,358	99.91%	475,419,169		0.00017	0.7704	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.24	27,358	2.43	475,419,169				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	79.55%	$7,456,136	98.60%	$171,566		0.00218	-87.4378	YES
F.9.5.2	B-7	UNE/TN (%)	>= 90%			98.13%	$134,439				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			99.36%	$2,491				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	84.98%	$10,880,491	98.53%	$273,568		0.00178	-75.9267	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			98.63%	$323,426				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			56.16%	$108,965				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	TN (%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
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%	23				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	2				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	2				YES

BellSouth Monthly State Summary
Tennessee, June 2002

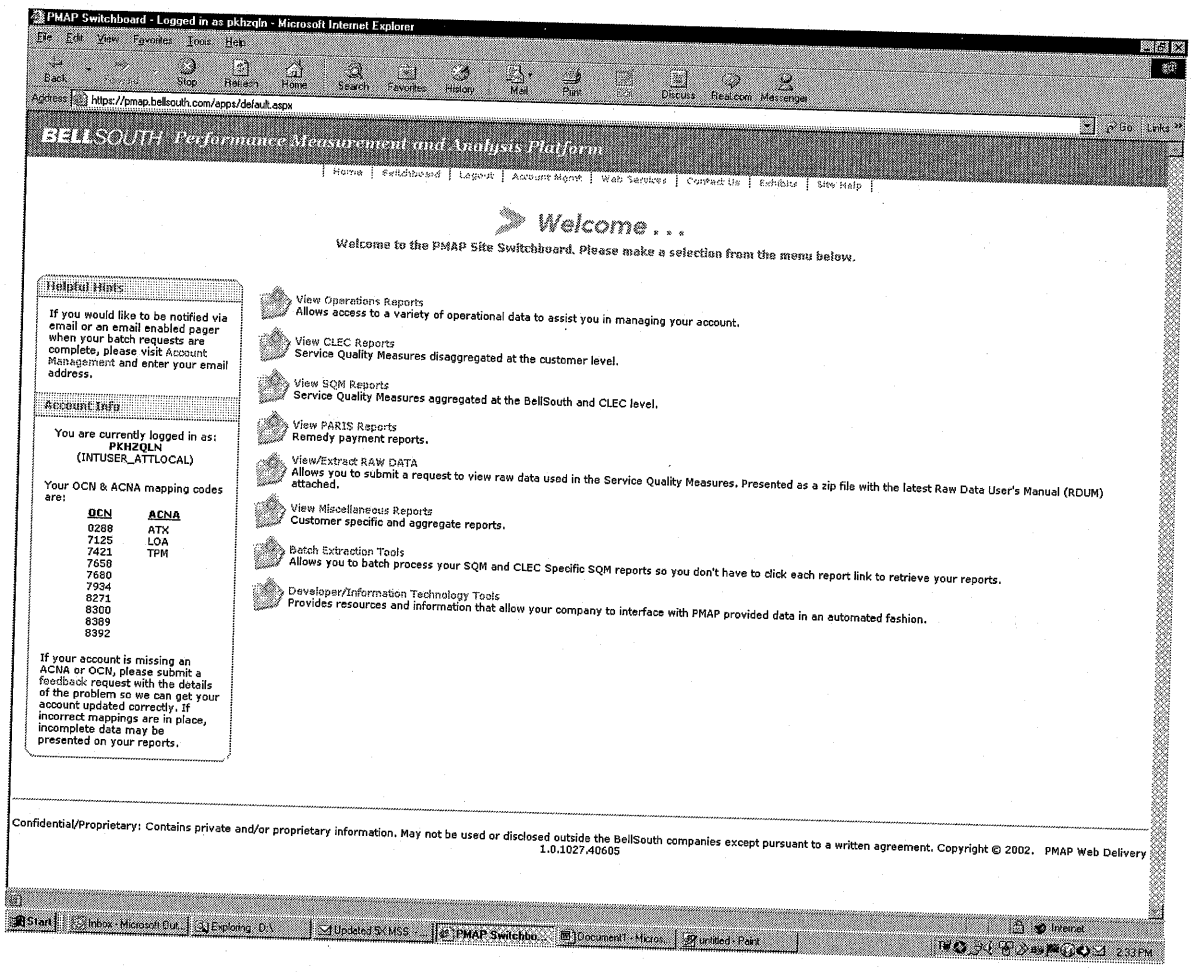
			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			100.00%	121,803				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	388,915				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.62%	122,263				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	388,932				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.51	19	0.51	19				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.11	25	0.11	25				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	6.46	23	5.54	23				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			93.48%	660				NO
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			99.35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			99.19%	246				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			98.41%	63				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	791	4	602	4				YES

REQUEST: The MSS report of SQM results provides aggregated results for each measure and sub-measure. The report, however, does not include the same detailed information (in aggregate form) that is available to each CLEC. For example the measure FOC Timeliness for CLECs distributes the time to receive a FOC by numerous intervals but the MSS report does not break down the aggregated data in the same interval form. Does BellSouth have the detailed information aggregated for Tennessee performance? If so, provide an electronic copy of the most recent report available.

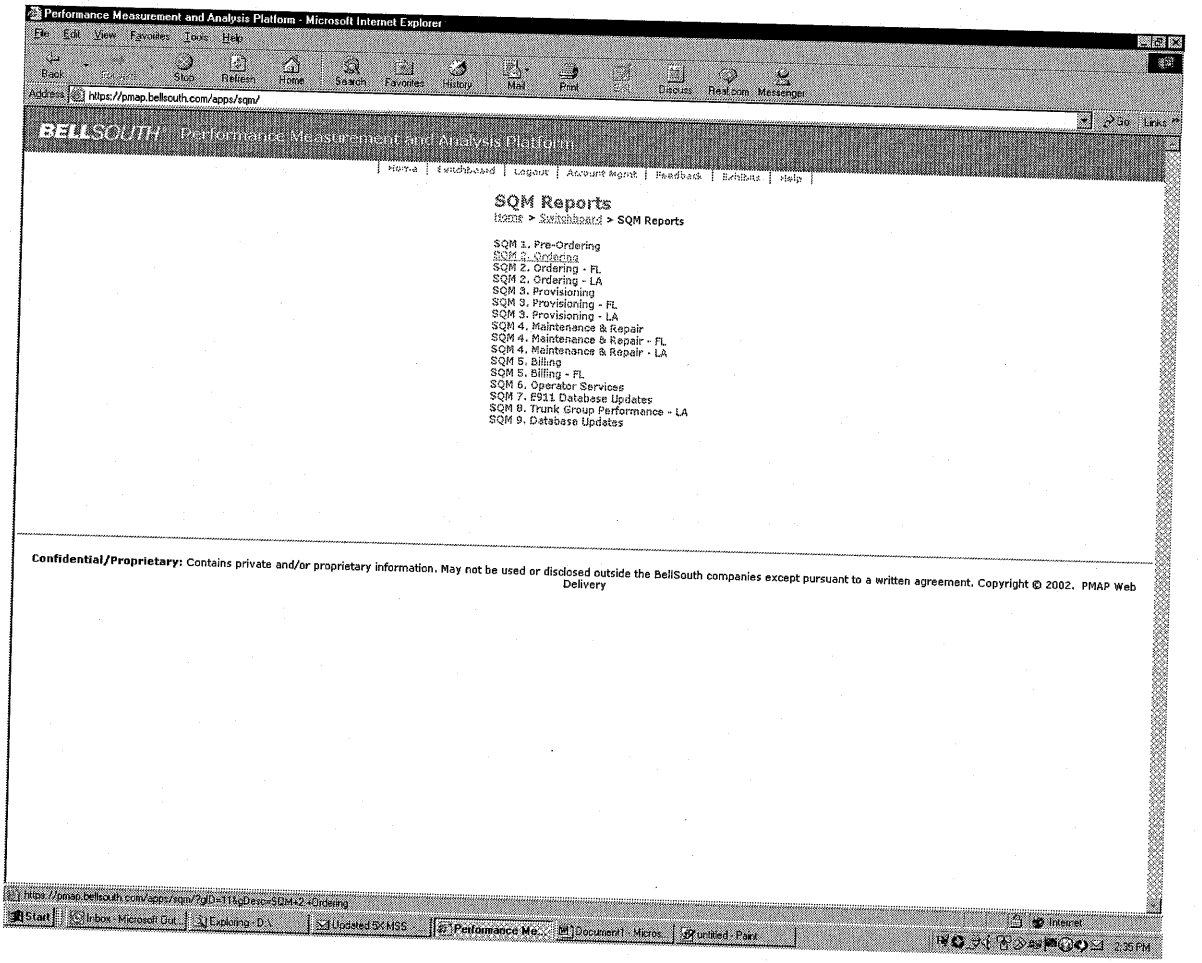
RESPONSE: Yes, see the attached instructions regarding how to access the requested information via the PMAP web site.


PMAP Authentication - Microsoft Internet Explorer
https://pmap.bellsouth.com/auth/default.aspx?action=login
BELLSOUTH Performance Measurement and Analysis Platform
Home | BellSouth.com | Login | Web Services | Contact Us | Exhibits | Site Help
Login to the BellSouth PMAP Web Site
You have requested access to CLEC Specific Reports and data files. This site contains Proprietary Confidential Business information. By using this site, you are agreeing to protect its information in accordance with the rules of the individual company, and not to disclose the information to unauthorized people.
The information contained within the CLEC Specific Reports is confidential proprietary information and shall be governed by the Confidential Information provisions of the individual Interconnection or Resale Agreement executed between BellSouth and the CLEC.
Username:
Password:
Notice: Inactive Accounts Over 90 Days Old Will Be Disabled.
Request a Password...
Confidential/Proprietary: Contains private and/or proprietary information. May not be used or disclosed outside the BellSouth companies except pursuant to a written agreement. Copyright © 2002. PMAP Web Delivery 1.0.1027.40605

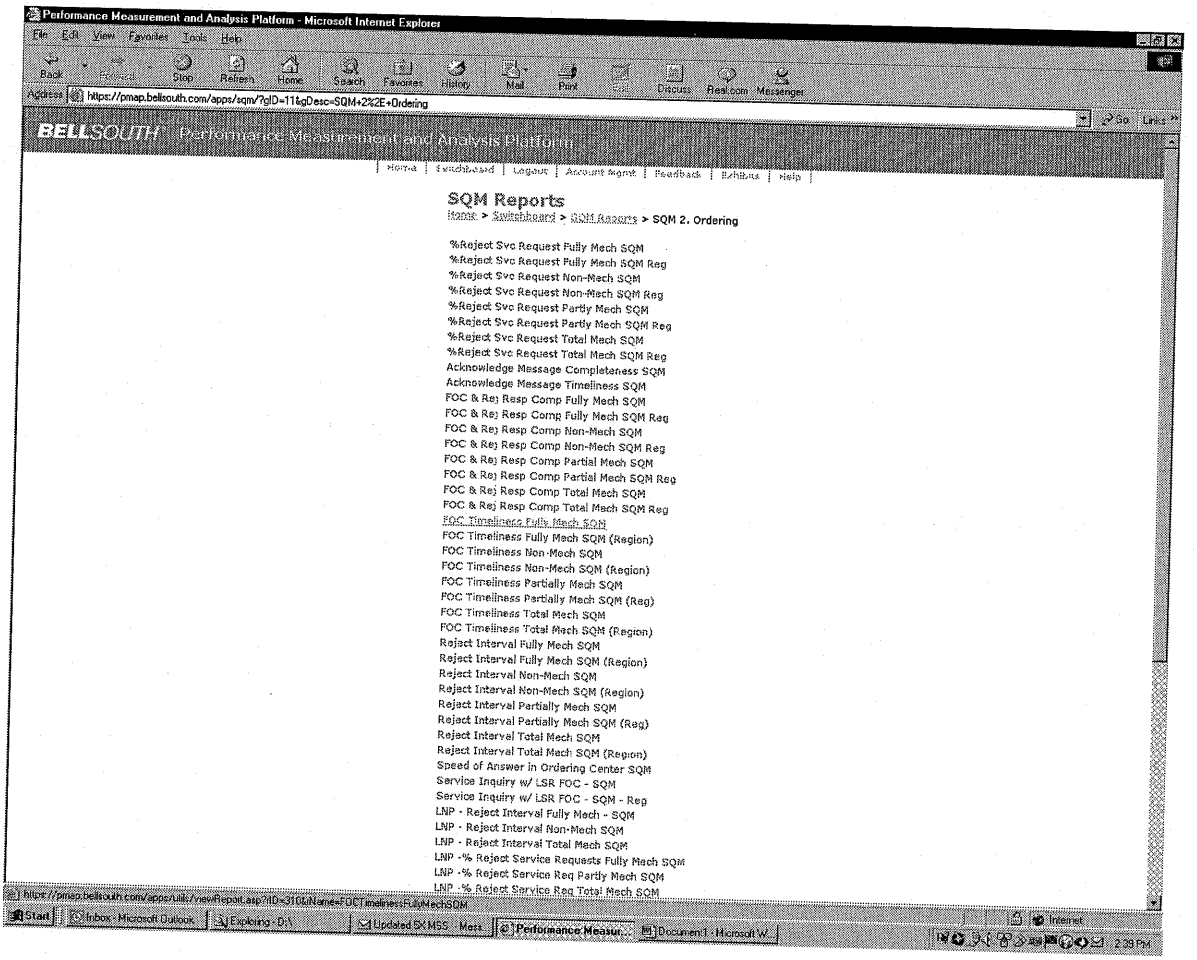
1. Login to PMAP at http://pmap.bellsouth.com



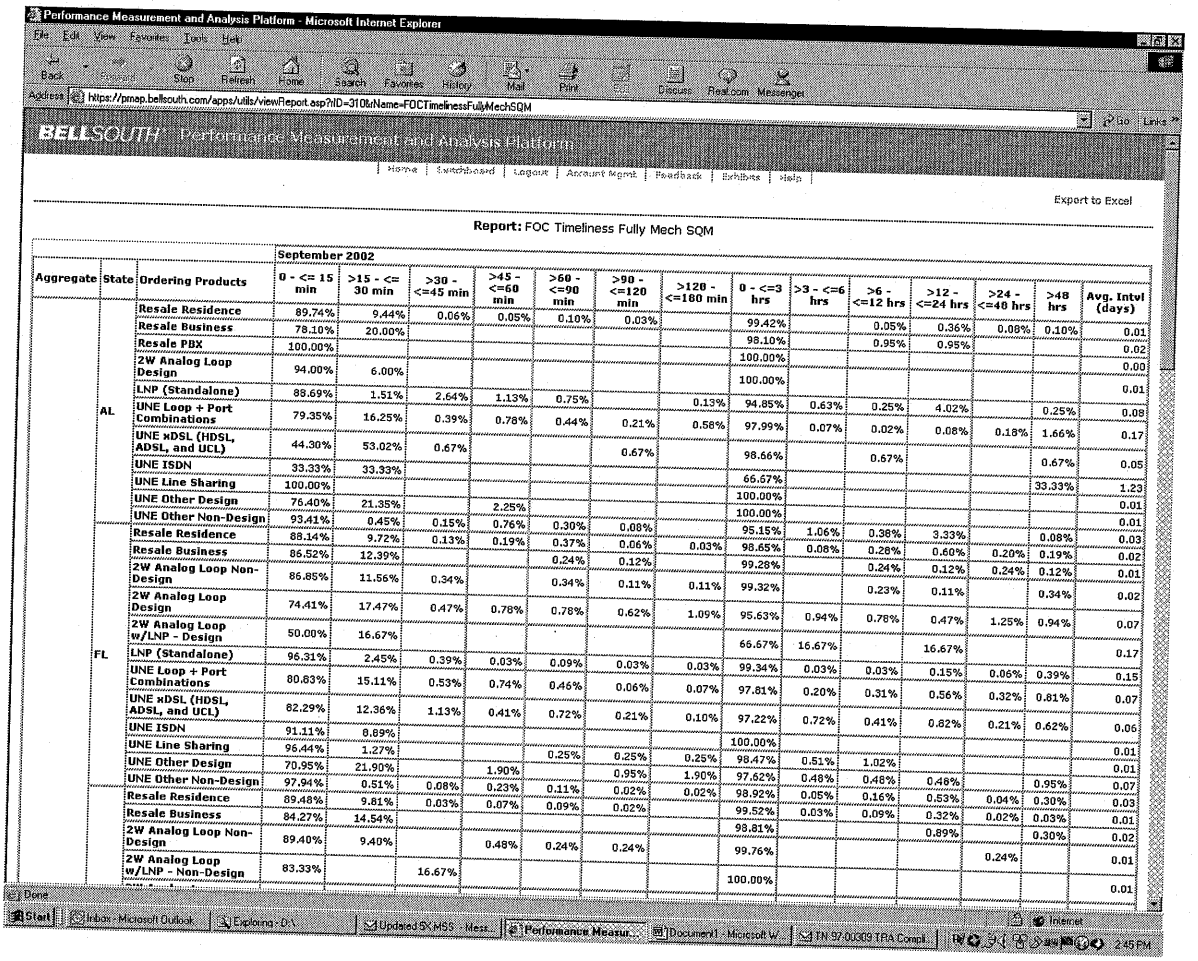
2. Click "View SQM Reports.



3. Click "SQM 2. Ordering"



4. Click "FOC Timeliness Fully Mech SQM"
FOC Timeliness measure used as an example in Docket No. 97-00309 (271) Item #3.



September 2002

Aggregate	State	Ordering Products	0 - <= 15 min	>15 - <= 30 min	>30 - <=45 min	>45 - <=60 min	>60 - <=90 min	>90 - <=120 min	>120 - <=180 min	0 - <=3 hrs	>3 - <=6 hrs	>6 - <=12 hrs	>12 - <=24 hrs	>24 - <=48 hrs	>48 hrs	Avg. Intvl (days)
	AL	Resale Residence	89.74%	9.44%	0.06%	0.05%	0.10%	0.03%		99.42%		0.05%	0.36%	0.08%	0.10%	0.01
		Resale Business	78.10%	20.00%						98.10%		0.95%	0.95%			0.02
		Resale PBX	100.00%							100.00%						0.00
		2W Analog Loop Design	94.00%	6.00%						100.00%						0.01
		LNP (Standalone)	88.69%	1.51%	2.64%	1.13%	0.75%		0.13%	94.85%	0.63%	0.25%	4.02%		0.25%	0.09
		UNE Loop + Port Combinations	79.35%	16.25%	0.39%	0.78%	0.44%	0.21%	0.58%	97.99%	0.07%	0.02%	0.08%	0.18%	1.66%	0.17
		UNE xDSL (HDSL, ADSL, and UCL)	44.30%	53.02%	0.67%			0.67%		98.66%		0.67%			0.67%	0.05
		UNE ISDN	33.33%	33.33%						66.67%					33.33%	1.23
		UNE Line Sharing	100.00%							100.00%						0.01
		UNE Other Design	76.40%	21.35%		2.25%				100.00%						0.01
		UNE Other Non-Design	93.41%	0.45%	0.15%	0.76%	0.30%	0.08%		95.15%	1.06%	0.38%	3.33%		0.08%	0.03
	FL	Resale Residence	88.14%	9.72%	0.13%	0.19%	0.37%	0.06%	0.03%	98.65%	0.08%	0.28%	0.60%	0.20%	0.19%	0.02
		Resale Business	86.52%	12.39%			0.24%	0.12%		99.28%		0.24%	0.12%	0.24%	0.12%	0.01
		2W Analog Loop Non-Design	86.85%	11.56%	0.34%		0.34%	0.11%	0.11%	99.32%		0.23%	0.11%		0.34%	0.02
		2W Analog Loop Design	74.41%	17.47%	0.47%	0.78%	0.78%	0.62%	1.09%	95.63%	0.94%	0.78%	0.47%	1.25%	0.94%	0.07
		2W Analog Loop w/LNP - Design	50.00%	16.67%						66.67%	16.67%		16.67%			0.17
		LNP (Standalone)	96.31%	2.45%	0.39%	0.03%	0.09%	0.03%	0.03%	99.34%	0.03%	0.03%	0.15%	0.06%	0.39%	0.15
		UNE Loop + Port Combinations	80.63%	15.11%	0.53%	0.74%	0.46%	0.06%	0.07%	97.81%	0.20%	0.31%	0.56%	0.32%	0.81%	0.07
		UNE xDSL (HDSL, ADSL, and UCL)	82.29%	12.36%	1.13%	0.41%	0.72%	0.21%	0.10%	97.22%	0.72%	0.41%	0.82%	0.21%	0.62%	0.06
		UNE ISDN	91.11%	8.89%						100.00%						0.01
		UNE Line Sharing	96.44%	1.27%			0.25%	0.25%	0.25%	98.47%	0.51%	1.02%				0.01
		UNE Other Design	70.95%	21.90%		1.90%		0.95%	1.90%	97.62%	0.48%	0.48%	0.48%		0.95%	0.07
		UNE Other Non-Design	97.94%	0.51%	0.08%	0.23%	0.11%	0.02%	0.02%	98.92%	0.05%	0.16%	0.53%	0.04%	0.30%	0.03
		Resale Residence	89.48%	9.81%	0.03%	0.07%	0.09%	0.02%		99.52%	0.03%	0.09%	0.32%	0.02%	0.03%	0.01
		Resale Business	84.27%	14.54%						98.81%			0.89%		0.30%	0.02
		2W Analog Loop Non-Design	89.40%	9.40%		0.48%	0.24%	0.24%		99.76%				0.24%		0.01
		2W Analog Loop w/LNP - Non-Design	83.33%		16.67%					100.00%						0.01

5. The report will generate for all nine states. Scroll to the bottom of the matrix for Tennessee data.

REQUEST: Provide a list of unresolved Change Control Process (CCP) issues identified by the FCC, Department of Justice, and other State Commission(s), and the manner in which these issues are expected to be resolved and the timeframe to resolution.

RESPONSE: Attached is a brief summary of unresolved CCP issues identified by the FCC, DOJ, and other State Public Service Commissions in BellSouth's nine-state region and the anticipated timeframe to resolution of these issues.

Issue	**Current Status**	**Anticipated Resolution**
Process Improvement –CCP *"Redline/Greenline"* (Georgia Public Service Commission)	The GPSC considered the revised matrix of contested and unresolved Process issues presented by BellSouth and CLECs, and adopted its Staff's recommendation on Sept. 17, 2002. Highlights included: a) Adoption of 6 additional Change Management Metrics CM-6 through CM-11, with 3 of them added to SEEM plan (Note: these metrics and associated penalties have been adopted region-wide) b) Adoption of BellSouth's proposal to split the available release capacity between CLEC- and BellSouth-initiated change requests (the so-called '50/50 plan' adopted previously by Florida.) c) Adoption of the language that CLEC prioritized requests be implemented within 60-weeks (as previously adopted by Florida, and discussed below) d) Maintaining the current definition of 'defect'.	This issue is technically resolved, but the GPSC will not issue a written order for 1-to-2 months. As it committed to the FCC, the GPSC will continue to monitor the progress of the CCP.

RESPONSE: (continued)

Issue	Current Status	Anticipated Resolution
60-Week Implementation of all prioritized change requests (Florida Public Service Commission)	On August 9, 2002, the FPSC ordered BellSouth to implement all CLEC change requests within 60-weeks of prioritization – for those change requests prioritized after September 1, 2002. This is new Change Management metric CM-11.	BellSouth submitted on August 30, 2002 its Action Plan for implementing the FPSC order. The first post-September 1, 2002 prioritization of change requests took place in late September 2002, and the first measuring point will be approximately late November 2003.
SEEM payments associated with new Change Management metrics (Public Service Commission of South Carolina)	BellSouth and CLECs have submitted written arguments as to why/why not SEEM payments should be Tier I or Tier II.	Oral arguments are scheduled before the Commission in a hearing on December 3, 2002. No word at this point as to when PSCSC will issue order.
BellSouth's adherence to CLEC Prioritization of Change Requests (FCC *ex parte*; DOJ Comments – FL/TN Application)	BellSouth addressed this issue in both the Stacy Affidavit (¶¶ 140, 185-186, 205) and the Stacy Reply Affidavit (¶¶ 53-67) in its FL/TN Application, as well as previously in its GA/LA and Five-State Applications.	BellSouth expects to receive from the FCC confirmation that it satisfies the FCC requirements in this matter, as BellSouth did in its two previous 271 applications.
BellSouth's provision of sufficient change capacity to implement CLEC-requested OSS changes (DOJ Comments – FL/TN Application)	BellSouth addressed this issue in both the Stacy Affidavit (¶¶ 137, 140, 185, 198, 200-247) and the Stacy Reply Affidavit (¶¶ 11, 23, 42-52) in its FL/TN Application, as well as previously in its GA/LA and Five-State Applications.	BellSouth expects to receive from the FCC confirmation that it satisfies the FCC requirements in this matter, as BellSouth did in its two previous 271 applications.
BellSouth's provision for adequate pre-release testing of OSS changes (DOJ Comments – FL/TN Application	BellSouth addressed this issue in both the Stacy Affidavit (¶¶ 163-178, 275-291) and the Stacy Reply Affidavit (¶¶ 33-41) in its FL/TN Application, as well as previously in its GA/LA and Five-State Applications.	BellSouth expects to receive from the FCC confirmation that it satisfies the FCC requirements in this matter, as BellSouth did in its two previous 271 applications.

RESPONSE: (continued)

On another matter, and as information for the TRA, BellSouth recently filed – in the FL/TN Application Stacy Reply Affidavit (¶¶ 103-118) and as part of an *ex parte* with the FCC – an issue related to Release 11.0. BellSouth informed the Commission that it is necessary to delay the implementation of that Release (originally scheduled for implementation on December 8, 2002) because BellSouth's software vendor had delivered defective software code that did not meet BellSouth's 'generally acceptable' standard – that is, the defect rate was much higher than the normal rate that can be expected for the massive amount of code delivered. BellSouth discovered the situation during its own testing phase, and determined that, based upon the time requirements to correct the defects, it would be impossible to implement enough corrections to be able to provide the Release for CAVE testing by the CLECs on the scheduled date, November 11, 2002.

In accordance with the CCP, the CLECs were notified of the situation and given the opportunity to provide feedback as to how BellSouth should proceed. On Friday, November 1, 2002, the CLECs were sent BellSouth's two proposed options for mitigating the delay, and were asked to participate on a conference call on Monday, November 4, 2002, to discuss the options and to select the option that best met their needs. After discussion, the CLECs voted for BellSouth to proceed forward with a release option that provides the following:

- 3-week delay for implementation of Release 11.0 (now December 29, 2002)
- CAVE testing to begin November 25, 2002
- Defers delivery of UNE-to-UNE migration feature from Release 11.0 to Release 12.0 (scheduled for March 30, 2003)

REQUEST: Explain the status of the implementation of the single "C" order process in Tennessee. Provide any subsequent issues that have arisen as a result of such implementation and the manner in which the issues are being addressed.

RESPONSE: Single "C" ordering was implemented successfully in Tennessee during the weekend of August 2-3, 2002. As a result, all requests for UNE-P conversions are now processed using single "C" provisioning functionality.