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TN REGULATORY AUTHORITY
DOCKET ROOM

BellSouth Telecommunications, Inc.
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General Counsel

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January 6, 2003

VIA HAND DELIVERY

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

Re: *Docket to Establish Generic Performance Measurements, Benchmarks and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Kyle:

Enclosed are the original and fourteen copies of the non-proprietary portion BellSouth's response to the Staff's Data Request of December 20, 2002. A CD Rom is also enclosed. Paper copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

475077

REQUEST: BellSouth recently modified its interconnection website altering the location of the Monthly State Summary (MSS) report. To assist the Authority with our review of BellSouth's performance over the last six months as well as develop a process similar to that of other state commissions, please provide:

a) An electronic version, in Excel format, of the Monthly State Summary (MSS) of SQM results for September, October, and November.

b) An electronic version, in Excel format, of the Florida SQMs, with Tennessee specific information, beginning in December and continuing monthly.

c) A detailed explanation of any month over month changes to the MSS report filed in Excel format.

d) On a going forward basis, beginning with December 2002 data, an electronic version of the MSS report and Chart for the Tennessee Permanent Performance Plan, similar to the FPLM found at http://pmap.bellsouth.com/content/MSSrpt.aspx

RESPONSE:

a) Please see attached files containing the September, 2002 and October 2002 data. November MSS will be available on or about January 20, 2003. A CD Rom version of the attached files is also enclosed.

b) BellSouth will provide, beginning with December data and continuing monthly, an electronic version, in Excel format, of the Florida SQMs, with Tennessee specific information. It is expected that December data will be available in late January, 2003.

RESPONSE: (continued)

c) BellSouth posts a "Data Notification" to the PMAP website detailing any proposed changes to data generated by PMAP on the first business day of each month at: http://pmap.bellsouth.com/content/documentation.aspx under the "Other Documentation" section.

d) BellSouth will provide, on a going-forward basis, beginning with December 2002 data, an electronic version of the MSS report and chart for the Tennessee Permanent Performance Plan, similar to the FPLM found at http://pmap.bellsouth.com/content/MSSrpt.aspx

BellSouth Monthly State Summary
Tennessee, September 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			8.78%	12,395				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic			23.72%	253				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/TN (%)	Diagnostic			0.00%	2				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			27.30%	1,414				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic			37.62%	101				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic			50.00%	2				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			43.21%	81				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic			43.48%	46				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic			52.38%	21				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic			36.36%	11				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic			87.50%	8				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic			29.41%	17				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr			98.08%	1,093				YES
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr			96.72%	61				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			97.69%	390				YES
A.1.7.2	O-8	Business/TN (%)	>= 85% w in 10 hrs			100.00%	38				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			100.00%	1				YES
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%	38				YES
A.1.8.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			100.00%	21				YES
A.1.8.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			100.00%	11				YES
A.1.8.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES
A.1.8.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs			100.00%	7				YES
A.1.8.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN (%)	>= 95% w in 3 hrs			99.14%	11,289				YES
A.1.9.2	O-9	Business/TN (%)	>= 95% w in 3 hrs			99.49%	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			50.00%	2				NO
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			94.64%	1,139				YES

BellSouth Monthly State Summary
Tennessee, September 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			97.14%	70				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			0.00%	1				NO
A.1.12.5	O-9	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/TN (%)	>= 85% w in 10 hrs								
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			100.00%	42				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			95.83%	24				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			100.00%	9				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			100.00%	1				YES
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	280				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.72%	12,115				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	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%			100.00%	2				YES
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%	24				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.86%	1,390				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	6				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			98.95%	95				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	2				YES
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/TN (%)	>= 95%			91.36%	81				NO
A.1.16.2	O-11	Business/TN (%)	>= 95%			97.83%	46				YES
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			95.24%	21				YES
A.1.16.4	O-11	PBX/TN (%)	>= 95%			90.91%	11				NO
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			100.00%	8				YES
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			100.00%	17				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	280				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.91%	12,081				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			99.59%	244				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%			100.00%	2				YES
A.1.17.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								

BellSouth Monthly State Summary
Tennessee, September 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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%			91.67%	24				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)	>= 95%			91.64%	1,388				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)	>= 95%			83.33%	6				NO
A.1.18.2.2	O-11	Business/TAG/TN (%)	>= 95%			91.49%	94				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%			100.00%	2				YES
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%			93.24%	74				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			97.78%	45				YES
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			95.00%	20				YES
A.1.19.4	O-11	PBX/TN (%)	>= 95%			90.00%	10				NO
A.1.19.5	O-11	Centrex/TN (%)	>= 95%			100.00%	8				YES
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			100.00%	17				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	6.05	10,978	5.13	328	4.322	0.24218	3.7981	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	1.07	238,761	0.66	7,953	1.169	0.01333	31.1150	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	6.20	15			3.764			
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	5.47	3,691	4.74	33	11.837	2.06981	0.3530	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.27	16,852	0.57	297	2.478	0.14502	4.8581	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	11.99	55			26.213			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	0.33	1			0.000			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	30.07	848	7.00	1	39.271	39.29461	0.5872	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	15.08	135	3.60	5	14.262	6.49511	1.7677	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	25.76	49			29.440			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design	6.00	1			0.000			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	13.14	37			13.381			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	3.68	90	9.75	4	5.253	2.68448	-2.2620	NO
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX	27.83	6			19.073			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	2.87	15			3.489			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	8.18	188			19.360			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	3.07	414	10.00	5	12.074	5.43224	-1.2764	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	22.57	14			21.664			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	12.48	11	10.00	1	36.351	37.96725	0.0654	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	15.47	289	10.00	3	15.275	8.86440	0.6166	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	3.73	697	3.75	4	5.234	2.62438	-0.0077	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN	21.65	40			13.492			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN	8.30	44			10.685			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	8.64	102	0.00	0	6.827			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	3.80	5	4.00	1	4.764	5.21920	-0.0383	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						

BellSouth Monthly State Summary
Tennessee, September 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	8.83	12	0.00	0	4.366			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	1	0.00	0	0.000			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	0.00	0	0.00	0				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	3.33	3	0.00	0	4.041			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						
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	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	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	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	22.00	7	0.00	0	19.244			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	0.32%	259,981	0.18%	8,746		0.00061	2.2029	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.47%	20,953	0.00%	340		0.00657	2.2305	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	22.99%	1,005						
A.2.4.4	P-2	PBX/TN (%)	PBX	4.76%	147	0.00%	2		0.15161	0.3141	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	3.22%	621	0.00%	1		0.17669	0.1823	YES
A.2.4.6	P-2	ISDN/TN (%)	ISDN	8.89%	1,102						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			0.00%	409				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	91				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			15.00%	20				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	6				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			11.11%	9				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			176.20	15				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			275.88	3				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/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.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			347.75	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			100.00%	15				YES
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs								
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/TN (%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/TN (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	7.53%	12,568	4.17%	360		0.01410	2.3828	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.08%	247,525	0.02%	8,828		0.00030	1.7685	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	6.25%	16						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	Bus	3.82%	3,954	1.54%	65		0.02397	0.9515	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.04%	16,991	0.00%	364		0.00100	0.3548	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	6.35%	63						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	1						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	2.38%	882	0.00%	8		0.05414	0.4397	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	137	0.00%	10		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	49						
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	7.50%	40						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	90	25.00%	4		0.00000		NO
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	6						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	17						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	3.66%	191						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	418	0.00%	6		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	0.00%	16						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	11	0.00%	1		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	5.28%	303	0.00%	3		0.12976	0.4069	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.86%	699	0.00%	5		0.04140	0.2073	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	2.50%	40						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	44						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	10.15%	14,456	10.79%	343		0.01650	-0.3874	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.29%	273,053	4.07%	9,468		0.00186	-4.1643	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	0.00%	23						
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	11.07%	4,787	7.41%	81		0.03516	1.0422	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	8.22%	18,418	7.33%	232		0.01815	0.4919	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	21.21%	66						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	4						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	5.48%	1,076	11.76%	17		0.05565	-1.1288	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	3.28%	183	0.00%	5		0.08072	0.4062	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	71						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	2	100.00%	1		0.00000		NO
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	0.00%	20	0.00%	1		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	71	0.00%	2		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	5						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	13	0.00%	1		0.00000		YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	7.34%	259						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	6.13%	587						
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	44.44%	18						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	24.14%	29						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	5.69%	598	14.29%	7		0.08804	-0.9769	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.49%	612	0.00%	7		0.02655	0.1846	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	45						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	30						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	2.51	12,524	0.04	335	19.320	1.06957	2.3080	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	0.93	246,786	0.78	8,440	5.968	0.06606	2.2483	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.02	16			0.000			
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	3,906	0.06	28	13.688	2.59601	0.6384	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	1.29	16,816	0.47	313	8.738	0.49847	1.6374	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	5.25	62			28.341			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	0.43	1			0.000			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	316.87	836			892.119			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	11.72	137			42.372			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	40.58	46			100.610			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design	153.93	1			0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	54.94	38			124.037			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	11.11	88	3.46	2	61.919	44.27787	0.1727	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX	124.51	6			212.380			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	11.22	17			43.825			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	8.64	191			46.332			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	3.29	415	0.80	1	29.166	29.20094	0.0854	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.10	16			0.199			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.63	11			0.287			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	90.02	296			205.841			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	2.55	696			16.101			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN	220.51	39			316.421			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	13.03	43			37.848			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			18.98	24				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			2.40	386				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			29.60	37				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			9.96	51				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			40.46	8				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			128.47	10				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			103.95	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								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			18.80	5				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			14.00	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			78.35	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			10.40	5				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

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		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.33	214				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.63	6,765				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			2.87	2				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.75	102				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			2.49	19				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.85	651				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			1.81	5				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	52				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			6.76	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.37	12				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.77	18				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			5.65	3				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.83	14				Diagnostic

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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			5.63	1				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			8.16	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								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			10.04	1				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.46	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.36	209				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.90	2,855				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			2.87	2				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.82	86				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.70	17				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.84	592				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			1.81	5				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	52				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			6.76	1				Diagnostic

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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								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			2.37	12				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.77	18				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			5.65	3				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.83	14				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			5.63	1				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								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			10.04	1				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.38	3				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			3.58%	335				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			8.14%	7,990				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			9.09%	33				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			6.42%	296				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			0.00%	5				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			25.00%	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%	6				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			20.00%	5				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			98.86%	350				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%			88.89%	9				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			94.12%	170				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			95.56%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			87.50%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			64.00%	25				NO

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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			86.11%	36				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			97.44%	39				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			80.00%	5				NO
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	22				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	9.17%	42,302	4.59%	719		0.01085	4.2180	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	1.39%	19,504	2.17%	138		0.01002	-0.7780	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	11.12%	5,369	14.06%	64		0.03953	-0.7445	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	1.53%	2,557	0.00%	21		0.02685	0.5680	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	2.03%	1,033	0.00%	13		0.03939	0.5161	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.66%	753	0.00%	11		0.02467	0.2692	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	13.04%	115	0.00%	1		0.33824	0.3856	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	5.71%	70	0.00%	1		0.23377	0.2444	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	9.92%	363	0.00%	1		0.29931	0.3313	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	3.14%	287	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	21.05%	342	0.00%	9		0.13767	1.5292	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	4.24%	236	0.00%	2		0.14304	0.2962	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.31%	1,834,905	2.52%	28,576		0.00091	-2.3277	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.06%	1,834,905	0.48%	28,576		0.00061	9.4370	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.32%	407,016	1.52%	4,210		0.00178	-1.1301	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.63%	407,016	0.50%	4,210		0.00123	1.0540	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	0.53%	193,859	0.17%	7,717		0.00085	4.3005	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	0.39%	193,859	0.14%	7,717		0.00072	3.3988	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.16%	70,098	0.12%	806		0.00143	0.2787	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.10%	70,098	0.12%	806		0.00112	-0.2163	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.45%	80,876	0.30%	329		0.00370	0.3915	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.35%	80,876	0.00%	329		0.00329	1.0783	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.24%	143,709	0.69%	1,307		0.00136	-3.3244	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.16%	143,709	0.15%	1,307		0.00113	0.0995	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	33.12	42,302	28.89	719	30.748	1.15641	3.6565	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	16.08	19,504	8.88	138	22.814	1.94889	3.6898	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	11.48	5,369	12.22	64	20.119	2.52977	-0.2924	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	3.07	2,557	2.67	21	8.283	1.81500	0.2244	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	5.80	1,033	5.52	13	6.837	1.90805	0.1446	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.28	753	3.40	11	3.739	1.13551	-0.9795	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	11.84	115	4.73	1	16.716	16.78891	0.4233	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	5.32	70	5.95	1	6.401	6.44685	-0.0982	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	12.44	363	2.00	1	20.179	20.20692	0.5167	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	2.38	287	0.00	0	7.766			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	16.25	342	6.41	9	24.084	8.13287	1.2092	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	4.11	236	3.35	2	9.679	6.87280	0.1105	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	18.40%	42,302	11.27%	719		0.01457	4.8948	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	14.30%	19,504	13.04%	138		0.02991	0.4200	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	13.86%	5,369	10.94%	64		0.04344	0.6721	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	10.25%	2,557	0.00%	21		0.06645	1.5420	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	24.59%	1,033	7.69%	13		0.12018	1.4059	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	17.40%	753	27.27%	11		0.11513	-0.8578	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	8.70%	115	0.00%	1		0.28299	0.3073	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	5.71%	70	100.00%	1		0.23377	-4.0333	NO
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	12.12%	363	0.00%	1		0.32682	0.3709	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	12.54%	287	0.00%	0				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	22.22%	342	11.11%	9		0.14039	0.7914	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	14.41%	236	0.00%	2		0.24936	0.5778	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	44.59%	28,031	42.07%	580		0.02085	1.2073	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	34.41%	7,205	20.55%	73		0.05588	2.4800	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	10.72%	3,264	10.87%	46		0.04594	-0.0319	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	1.28%	1,017	0.00%	12		0.03262	0.3919	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	2.03%	1,033	0.00%	13		0.03939	0.5161	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.66%	753	0.00%	11		0.02467	0.2692	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	13.33%	105	0.00%	1		0.34155	0.3904	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	1.61%	62	0.00%	1		0.12698	0.1270	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	10.37%	241	0.00%	1		0.30555	0.3395	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	0.68%	146	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	21.11%	341	0.00%	9		0.13782	1.5320	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	4.24%	236	0.00%	2		0.14304	0.2962	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	94.67%	$1,668,660		0.00013	179.7414	NO
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	4.05	1	3.81	1,946				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			15.07%	16,484				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			18.46%	428				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			3.61%	83				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			19.42%	103				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			20.21%	386				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			3.33%	60				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			11.11%	9				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			19.02%	205				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			9.88%	415				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic			4.04%	223				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			34.83%	2,986				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic			50.00%	6				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			16.00%	25				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			41.94%	31				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			11.29%	62				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			33.33%	21				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			30.28%	109				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			21.74%	115				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			39.01%	182				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic			37.17%	113				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								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			48.79%	248				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			41.03%	39				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			18.18%	11				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	12				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			29.63%	27				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			55.00%	40				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic			0.00%	1				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			41.94%	31				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			38.36%	73				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			35.69%	664				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			33.33%	18				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			13.89%	252				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			96.08%	2,498				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%	79				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			66.67%	3				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr			76.19%	21				NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			81.01%	79				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr			100.00%	2				YES
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			100.00%	1				YES
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			72.50%	40				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			72.09%	43				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%	9				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			96.19%	1,051				YES
B.1.7.4	O-8	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			50.00%	4				NO
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	13				YES
B.1.7.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			100.00%	8				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			93.94%	33				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			92.31%	26				YES
B.1.7.15	O-8	Other Non-Design/TN (%)	>= 85% w in 10 hrs			94.59%	74				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			92.86%	42				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								
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			97.64%	127				YES
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			100.00%	17				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs								
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			100.00%	24				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%	17				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			100.00%	28				YES
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			99.16%	238				YES
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.17	O-14	LNP Standalone/TN (%)	>= 85% w in 24 hrs			97.14%	35				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			98.91%	13,988				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			93.55%	186				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			97.22%	72				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			100.00%	85				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			96.86%	318				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	55				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%	7				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			99.39%	165				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			98.42%	379				YES
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			95.81%	215				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/TN (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			91.60%	2,298				YES
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			95.65%	23				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	17				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			100.00%	55				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			90.00%	20				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			85.71%	77				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			91.58%	95				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			92.37%	131				YES
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			90.67%	75				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			96.18%	131				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			100.00%	24				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			100.00%	16				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	18				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%	16				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%	45				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	423				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.53%	215				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%			99.89%	10,402				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.80%	6,082				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%			100.00%	176				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			35.32%	252				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	21				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			87.10%	62				NO
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			97.75%	89				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	14				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			98.82%	254				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			99.24%	132				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%			95.00%	60				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%	7				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			50.00%	2				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			99.24%	131				YES
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%			100.00%	201				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	214				YES
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%			99.22%	129				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	94				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%			100.00%	1,137				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.95%	1,849				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	6				YES
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	17				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	8				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	28				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	3				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	31				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	31				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%	21				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	50				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	59				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			100.00%	80				YES
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	35				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	22				YES

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B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.38%	160				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%			100.00%	77				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	36				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%								
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			97.58%	248				YES
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			100.00%	39				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			90.91%	11				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	12				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	1				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			88.89%	27				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			97.50%	40				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%			0.00%	1				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%			93.55%	31				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%			95.89%	73				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			97.89%	664				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			88.89%	18				NO
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			98.02%	252				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%			99.12%	10,391				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.79%	6,070				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%			97.73%	176				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			98.88%	89				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	21				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			92.59%	54				NO
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			95.40%	87				YES
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	14				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			90.84%	251				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			97.71%	131				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%			98.25%	57				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			71.43%	7				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	1				YES
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%			96.92%	130				YES
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.22%	72				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			98.01%	201				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.53%	214				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%			73.44%	128				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			40.43%	94				NO

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		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%			93.58%	1,137				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			85.77%	1,848				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	6				YES
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%			82.35%	17				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			87.50%	8				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	28				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	3				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	31				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	31				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%			80.95%	21				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			58.00%	50				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			42.37%	59				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%			87.50%	80				NO
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.14%	35				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			81.82%	22				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			91.82%	159				NO
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%			87.01%	77				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			80.56%	36				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%								
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			92.98%	242				NO
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			97.44%	39				YES
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	10				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	12				YES
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	1				YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	24				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			94.87%	39				NO
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%			96.55%	29				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%			92.86%	70				NO
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			97.08%	650				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			100.00%	16				YES
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			97.57%	247				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)	5.91	14,669			7.021			

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B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613			1.298			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	45.60	895			76.031			
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	5.92	14,897	2.98	228	7.308	0.48769	6.0265	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	1.10	256,774	0.83	5,884	1.415	0.01866	14.4259	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	123,268	0.33	3,216	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.80	133,506	1.43	2,668	1.678	0.03280	11.5239	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	12.66	86	3.00	1	23.154	23.28867	0.4147	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.18	57			17.633			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	15			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	9.62	42			20.035			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	7.40	16,031	12.14	35	12.886	2.18059	-2.1754	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	7.40	16,031			12.886			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	18.79	179			23.966			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	18.79	179			23.966			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	14.72	207	9.68	22	15.390	3.45108	1.4589	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	4.13	477			4.446			
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	2.67	1,656	2.00	3	1.566	0.90509	0.7446	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	2.42	2,324	1.73	40	0.740	0.11805	5.8470	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	3.67	3			0.577			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
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	5.92	14,897	5.13	64	7.308	0.91550	0.8717	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.91	14,669	3.71	24	7.021	1.43432	1.5315	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	1.79	132,768			1.493			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.75	70			23.374			
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	5.92	14,897			7.308			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
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	5.91	14,669			7.021			
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	1.79	132,768			1.493			
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	10.75	70			23.374			
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	5.92	14,897	4.71	31	7.308	1.31398	0.9234	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154			
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	5.91	14,669	4.00	1	7.021	7.02121	0.2713	YES
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	1.79	132,768			1.493			
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	10.75	70			23.374			
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	26.79	1,134			35.245			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	13.61	175			13.377			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	24.46	93			23.415			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design	9.53	15			10.322			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	5.92	14,897			7.308			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	1.10	256,774			1.415			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	12.66	86			23.154			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.18	57			17.633			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.91	14,669			7.021			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613			1.298			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.91	14,669			7.021			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613	0.46	377	1.298	0.06688	9.4058	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	4.94	1,974	5.61	100	8.293	0.85007	-0.7857	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	3.10	3,041			3.998			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	3.67	3			0.577			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	22.21	248	6.40	131	34.611	3.73831	4.2288	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	5.83	110			10.784			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	21.65	40			13.492			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	8.30	44			10.685			
	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			4.50	2				YES
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			4.68	84				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	8.66	114			6.597			
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)	4.33	6			4.457			
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	8.50	2			4.950			
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	8.66	114	0.00	0	6.597			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	4.33	6	0.00	0	4.457			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	9.50	120	0.00	0	8.322			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	4.00	9	0.00	0	4.093			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	6.00	4	0.00	0	5.598			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	22.00	7	0.00	0	19.244			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								

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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	6.00	4	0.00	0	5.598			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	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						
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	8.66	114	7.00	1	6.597	6.62577	0.2502	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	4.33	6	0.00	0	4.457			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	8.66	114	0.00	0	6.597			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	4.33	6	0.00	0	4.457			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	8.66	114			6.597			
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	4.33	6			4.457			
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	8.66	114			6.597			
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	4.33	6			4.457			
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	8.66	114	0.00	0	6.597			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	4.33	6	0.00	0	4.457			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	8.66	114	0.00	0	6.597			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	4.33	6	0.00	0	4.457			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	22.00	7			19.244			
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	3.33	3			4.041			
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	8.66	114			6.597			
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	4.33	6			4.457			
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)	8.66	114			6.597			
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)	4.33	6			4.457			

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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)	8.66	114	0.00	0	6.597			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)	4.33	6	0.00	0	4.457			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0						
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0						
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0						
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1	16.18	11	0.00	0	17.227			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	8.00	1	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0	9.83	6				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	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)	0.40%	280,934						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	49.36%	782						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.41%	282,397	0.14%	14,408		0.00054	4.9523	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	8.12%	18,231	100.00%	1		0.27312	-3.3642	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	2.88%	4,102	2.02%	99		0.01700	0.5038	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	8.53%	856	26.09%	23		0.05901	-2.9753	NO
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	2.88%	4,102						
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.41%	282,397	8.65%	104		0.00626	-13.1781	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151	11.76%	51		0.01181	-9.3539	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.41%	282,397						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.41%	282,397	7.81%	64		0.00798	-9.2836	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151						
B.2.5.14	P-2	Other Design/TN (%)	Design	23.73%	1,412						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.41%	282,397						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.40%	280,934						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.40%	280,934	0.00%	213		0.00434	0.9284	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	4.42%	5,130	7.21%	111		0.01973	-1.4102	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	23.96%	455	81.37%	161		0.03914	-14.6683	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			1.51%	332				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			60.53%	38				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			16.67%	6				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	53				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			0.00%	11				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	1				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			6.67%	15				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	2				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

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B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	170				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			10.00%	10				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			43.33%	30				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			168.73	20				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs			342.08	1				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs			149.46	2				YES
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			347.27	6				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			162.35	9				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			213.12	5				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			200.61	5				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			297.82	8				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			196.97	130				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			204.23	3				Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			335.91	22				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic			366.90	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			156.65	1				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			366.90	1				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			215.56	13				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			95.00%	20				YES
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs			100.00%	6				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%	9				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	5				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%	5				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs								

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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%	8				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			99.23%	130				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%	3				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	22				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic								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			100.00%	1				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%	1				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			100.00%	13				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			99.58%	238				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%	61				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%	15				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	61				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%	15				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%	61				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%	15				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			106.50	2				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			3.66%	246				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%			0.00%	1				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%			0.00%	5				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522						

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	2.23%	895						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	6.58%	16,756	3.65%	356		0.01328	2.2068	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.07%	265,683	0.13%	14,393		0.00023	-2.1639	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	123,324	0.00%	3,226		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.14%	142,359	0.16%	11,167		0.00037	-0.6035	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	5.15%	97	0.00%	3		0.12962	0.3977	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	58						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	15						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	43						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	6.38%	17,938	10.53%	38		0.03968	-1.0455	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	6.38%	17,938						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	3.16%	190						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	3.16%	190						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.53%	1,745	0.99%	101		0.02128	1.6624	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.04%	2,360						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	6.93%	231	9.09%	33		0.04725	-0.4581	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.97%	616						
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	4.53%	1,745	0.00%	3		0.12013	0.3768	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.04%	2,360	0.00%	50		0.00294	0.1441	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.58%	16,756	2.73%	110		0.02372	1.6253	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.64%	16,522	5.77%	52		0.03458	0.2517	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	0.14%	141,617						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.33%	79						
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	6.58%	16,756						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97						
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	6.64%	16,522						
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	0.14%	141,617						
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	6.33%	79						
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	6.58%	16,756	0.00%	79		0.02797	2.3539	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97						
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	6.64%	16,522	0.00%	2		0.17606	0.3771	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.14%	141,617						
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	6.33%	79						
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	3.47%	1,182						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	177						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	1.08%	93						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	16						

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B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	6.58%	16,756						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.07%	265,683						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	5.15%	97						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	58						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516	0.00%	380		0.00138	0.5250	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.67%	2,079	2.44%	123		0.01957	1.1377	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.23%	3,068						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	33.33%	3						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	1.98%	252	6.38%	188		0.01344	-3.2731	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	112						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	2.50%	40						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	44						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	7.33%	873						
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	10.21%	19,759	16.31%	374		0.01581	-3.8575	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.60%	292,699	3.00%	20,915		0.00133	4.5086	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.18%	141,103	4.40%	2,747		0.00338	-3.6087	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.98%	151,596	2.79%	18,168		0.00154	7.8128	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	20.95%	105	50.00%	2		0.29050	-0.9999	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.61%	66	0.00%	1		0.31024	0.3419	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	14.29%	14						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	9.62%	52	0.00%	1		0.29762	0.3231	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	9.95%	21,196	16.67%	30		0.05469	-1.2282	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	9.95%	21,196						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	9.65%	228						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	9.65%	228						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.32%	1,659	4.05%	74		0.02127	-0.3473	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.64%	2,460						
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	6.16%	487	11.43%	35		0.04208	-1.2521	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.57%	528						
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	3.32%	1,659	0.00%	3		0.10346	0.3204	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.64%	2,460	23.53%	51		0.02269	-9.2052	NO
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	10.21%	19,759	11.21%	116		0.02820	-0.3524	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.38%	19,243	6.00%	50		0.04319	1.0137	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	3.99%	150,840	0.00%	1		0.19570	0.2038	YES

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B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	15.73%	89						
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%	2						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.21%	19,759						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105						
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	10.38%	19,243						
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	3.99%	150,840	0.00%	1		0.19570	0.2038	YES
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	15.73%	89						
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%	2						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.21%	19,759	10.23%	88		0.03235	-0.0044	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105						
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	10.38%	19,243	0.00%	1		0.30498	0.3403	YES
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	3.99%	150,840						
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	15.73%	89						
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%	2						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	6.33%	1,437						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	3.56%	225						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	123						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	12						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	10.21%	19,759						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.60%	292,699						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	20.95%	105						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.61%	66						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243	0.00%	3		0.17609	0.5893	YES
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471	0.00%	3		0.10758	0.3348	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243	0.00%	3		0.17609	0.5893	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471	0.00%	497		0.00836	4.3053	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4	0.00%	8		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.12%	2,283	6.73%	104		0.01992	-1.3118	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	2.29%	3,105						
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%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.92%	255	16.58%	193		0.01852	-6.8353	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	2.19%	137						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	45						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	30						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,602			6.182			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.43	1			0.000			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	136.58	867			296.963			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	2.40	16,663	0.04	287	18.458	1.09890	2.1436	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.95	264,763	0.67	14,128	6.282	0.05425	5.2933	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	1.05	122,605	0.64	3,049	6.769	0.12411	3.2403	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	0.87	142,158	0.67	11,079	5.829	0.05749	3.4961	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	3.41	96	0.02	2	22.847	16.32256	0.2079	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.60	58			0.292			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	0.50	15			0.352			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	0.64	43			0.263			

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B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	18.74	17,791			207.199			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	18.74	17,791			207.199			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	62.38	185			178.788			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	62.38	185			178.788			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	4.83	1,744	9.74	97	38.699	4.03707	-1.2161	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.86	2,359			4.075			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.03	3			0.029			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	45.56	227	47.82	28	100.550	20.13996	-0.1120	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	1.76	614			8.797			
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	4.83	1,744			16.375			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.86	2,359			4.075			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.03	3			0.029			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.40	16,663	27.31	97	37.719	3.84096	-6.4860	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430	0.06	50	18.143	2.56967	0.8820	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	0.87	141,420			5.642			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	4.18	78			25.314			
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	2.40	16,663			18.458			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430			18.143			
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	0.87	141,420			5.642			
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	4.18	78			25.314			
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	2.40	16,663	4.57	64	18.458	2.31171	-0.9396	YES
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430			18.143			
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	0.87	141,420			5.642			
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	4.18	78			25.314			
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	260.20	1,128			781.244			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	20.75	175			63.214			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	126.00	89			241.631			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design	58.49	15			72.055			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	2.40	16,663			18.458			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.95	264,763			6.282			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	3.41	96			22.847			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.60	58			0.292			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,602			6.182			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.43	1			0.000			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,602	0.63	213	6.182	0.42377	0.7649	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314			
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	12.55	2,068	17.23	115	61.329	5.87585	-0.7959	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.18	3,065			7.225			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	0.03	3			0.029			

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B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	164.60	237	57.80	155	695.946	71.89171	1.4855	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	8.72	111			37.118			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	220.51	39			316.421			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	13.03	43			37.848			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic			23.82	68				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			8.64	263				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			6.17	174				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			13.45	89				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			17.92	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								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			49.73	36				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			23.63	4				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			34.32	5				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic			4.83	3				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.67	50				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			36.76	8				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			8.64	2				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								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			21.20	14				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			31.33	2				Diagnostic

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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
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			3.60	170				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			30.77	8				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			46.44	29				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.94	113				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.93	4,599				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								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			5.01	65				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			10.25	11				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			5.45	29				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

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B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.74	11				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.64	172				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			5.60	71				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			6.97	76				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.57	46				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.36	945				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.40	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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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			4.48	9				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								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.21	12				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.00	9				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.82	24				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.29	41				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			4.43	7				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.91	18				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		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								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			3.52	20				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.65	23				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			11.97	11				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			6.36	3				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			11.41	3				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.20	1				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								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.71	6				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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			0.61	158				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			9.08	5				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			6.63	11				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			2.83	108				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.04	3,869				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.38	45				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			12.33	4				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			5.56	22				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.74	11				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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			0.64	172				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								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.67	46				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			7.12	67				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								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			2.45	43				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.36	900				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.40	1				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.10	6				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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								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			5.32	11				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			4.00	9				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			5.69	21				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			1.22	40				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			4.87	5				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.12	15				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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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			3.52	20				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.65	23				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			12.15	9				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			6.89	2				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			12.14	1				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.20	1				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			5.71	6				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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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			0.61	158				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			9.01	2				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.71	10				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			9.44%	233				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			8.45%	5,952				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			2.94%	34				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			2.30%	87				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			22.22%	27				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	39				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			10.29%	68				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			4.17%	24				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			42.50%	40				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			0.00%	1				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			4.47%	380				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			7.55%	106				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			4.48%	134				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			100.00%	78				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%			99.55%	220				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			99.01%	101				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	37				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	18				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			99.00%	200				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	250				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			97.30%	74				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			97.67%	86				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)	9.39%	47,671						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.41%	22,061						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.00%	499	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.38%	266	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	9.42%	48,056	10.45%	1,790		0.00703	-1.4632	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.44%	22,355	2.46%	448		0.00569	-1.7746	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	9.33%	49,524	3.33%	30		0.05311	1.1285	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	9.33%	49,524	0.00%	14		0.07773	1.1999	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	11		0.14976	2.7908	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	1		0.13725	0.1398	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	23.96%	288	11.54%	26		0.08740	1.4210	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	5.43%	184	0.00%	7		0.08730	0.6225	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	41.79%	780	20.00%	5		0.22128	0.9849	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	14		0.03683	0.5211	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	9.42%	48,056	11.80%	339		0.01592	-1.4958	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	9.42%	48,056	1.45%	69		0.03519	2.2647	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	9.38%	47,570	11.11%	9		0.09717	-0.1786	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.26%	20,233	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	6.34%	1,468	0.66%	151		0.02082	2.7250	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.52%	1,052	0.00%	68		0.01531	0.9932	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	9.42%	48,056	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.44%	22,355	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	9.39%	47,671						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.41%	22,061						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	2.13%	2,241,921						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	0.98%	2,241,921						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	2.18%	22,895	0.00%	152		0.01201	1.8141	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	1.16%	22,895	0.00%	152		0.00877	1.3245	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	2.04%	2,359,125	1.63%	109,690		0.00044	9.1905	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	0.95%	2,359,125	0.41%	109,690		0.00030	17.9321	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.81%	2,730,463	6.15%	488		0.00610	-7.1080	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.81%	2,730,463	2.87%	488		0.00610	-1.7305	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.30%	60,066	0.50%	2,191		0.00248	3.2137	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.60%	60,066	0.05%	2,191		0.00351	7.2865	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	1.38%	20,855	1.28%	2,039		0.00273	0.3881	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.88%	20,855	0.34%	2,039		0.00218	2.4730	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.30%	60,066	0.76%	655		0.00448	1.1955	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.60%	60,066	2.14%	655		0.00634	0.7333	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	2.04%	2,359,125	0.83%	40,611		0.00071	16.8315	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	2.04%	2,359,125	0.17%	40,611		0.00071	26.1391	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	2.12%	2,241,921	1.68%	535		0.00630	0.6980	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%	2,241,921	0.00%	535		0.00411	2.1971	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.40%	371,338	3.09%	4,883		0.00091	-29.7793	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.28%	371,338	1.39%	4,883		0.00077	-14.4686	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	2.04%	2,359,125	0.00%	889		0.00479	4.2547	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	0.95%	2,359,125	0.00%	889		0.00327	2.9019	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	2.13%	2,241,921						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	0.98%	2,241,921						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	30.68	47,671			30.518			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	14.57	22,061			22.032			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	4.47	499	0.00	0	4.272			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.96	266	0.00	0	4.593			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	30.55	48,056	18.32	1,790	30.492	0.73401	16.6520	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	14.41	22,355	5.91	448	21.948	1.04728	8.1168	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	29.88	49,524	5.87	30	30.365	5.54561	4.3307	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	29.88	49,524	4.03	14	30.365	8.11663	3.1853	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	32.60	780	10.43	11	38.845	11.79460	1.8799	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	1.63	1,563	3.53	1	9.060	9.06305	-0.2101	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	17.83	288	8.84	26	25.274	5.17553	1.7368	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	4.65	184	3.06	7	10.843	4.17555	0.3803	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	32.60	780	44.80	5	38.845	17.42774	-0.6999	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	1.63	1,563	5.43	14	9.060	2.43225	-1.5620	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	30.55	48,056	10.83	339	30.492	1.66193	11.8641	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	30.55	48,056	3.93	69	30.492	3.67343	7.2456	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	30.69	47,570	5.44	9	30.528	10.17684	2.4807	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	15.41	20,233	0.00	0	22.562			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	8.21	1,468	4.85	151	13.632	1.16501	2.8833	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	2.83	1,052	2.02	68	5.782	0.72342	1.1262	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	30.55	48,056	0.00	0	30.492			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	14.41	22,355	0.00	0	21.948			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	30.68	47,671			30.518			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	14.57	22,061			22.032			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	17.89%	47,671						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	13.83%	22,061						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	21.64%	499	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	20.30%	266	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	17.84%	48,056	12.68%	1,790		0.00922	5.5949	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	13.82%	22,355	10.04%	448		0.01647	2.2939	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	17.99%	49,524	36.67%	30		0.07015	-2.6618	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	17.99%	49,524	28.57%	14		0.10268	-1.0302	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	28.85%	780	9.09%	11		0.13756	1.4361	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	25.53%	1,563	0.00%	1		0.43616	0.5853	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	23.96%	288	19.23%	26		0.08740	0.5409	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	16.85%	184	14.29%	7		0.14413	0.1778	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	28.85%	780	60.00%	5		0.20326	-1.5327	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	25.53%	1,563	35.71%	14		0.11705	-0.8703	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	17.84%	48,056	7.37%	339		0.02087	5.0144	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	17.84%	48,056	1.45%	69		0.04612	3.5534	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	17.87%	47,570	0.00%	9		0.12772	1.3994	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	13.98%	20,233	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	23.09%	1,468	21.19%	151		0.03602	0.5277	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	15.78%	1,052	16.18%	68		0.04561	-0.0870	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	17.84%	48,056	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	13.82%	22,355	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	17.89%	47,671						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	13.83%	22,061						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	41.05%	31,295						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	30.31%	8,222						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.00%	499	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.38%	266	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	40.85%	31,547	23.57%	1,205		0.01443	11.9775	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	29.80%	8,367	7.87%	254		0.02913	7.5255	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	39.32%	33,015	3.33%	30		0.08922	4.0330	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	39.32%	33,015	0.00%	14		0.13057	3.0110	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	11		0.14976	2.7908	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	1		0.13725	0.1398	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	24.04%	287	11.54%	26		0.08752	1.4286	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	5.43%	184	0.00%	7		0.08730	0.6225	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	40.85%	31,547	11.80%	339		0.02684	10.8234	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	40.85%	31,547	1.45%	69		0.05924	6.6509	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	41.05%	31,288	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	30.28%	8,219	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	6.34%	1,468	0.66%	151		0.02082	2.7250	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.52%	1,052	0.00%	68		0.01531	0.9932	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	40.85%	31,547	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	29.80%	8,367	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	41.05%	31,295						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	30.31%	8,222						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	99.54%	$2,882,260		0.00010	-248.7782	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	4.05	1	3.63	1,731				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			30.77%	26				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			75.00%	8				NO
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	33				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	25				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	26.51	41	14.15	13	22.597	7.19244	1.7182	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%	45	0.00%	13		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/TN (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/TN (%)	Parity w Retail	2.44%	41	0.00%	14		0.04775	0.5108	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	2,568	0.00%	962		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	88.41	38	222.14	14	528.827	165.33283	-0.8089	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			13.51	11				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			0.00%	13				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%	16				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	11				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	96				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	75				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	187,383	0.00%	52,971		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.01%	187,383	0.01%	52,971		0.00005	-0.3568	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	1.02	18	1.59	6	1.459	0.68788	-0.8211	YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	90.65%	$1,983,979		0.00012	528.8502	NO
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.68	1	4.16	11,547				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%			99.93%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			99.95%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.96%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.99%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			99.94%					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%			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%			99.98%					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	2.69	1,667,412	1.58	325,087				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.58	325,087				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	1.14	244,313				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	793,264	1.14	244,313				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.78	776,652	1.21	75,663				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.49	334,800	1.21	75,663				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	5.27	199,703				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.53	312,467	5.27	199,703				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	1.13	860,615				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	1.13	860,615				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	8,590,082	4.24	19,879				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.70	670,935	4.24	19,879				NO
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	8,590,082	0.35	40,722				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.70	670,935	0.35	40,722				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	2.69	1,667,412	1.28	645,302				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.28	645,302				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	2.17	109,655				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	793,264	2.17	109,655				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.78	776,652	1.69	27,742				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.49	334,800	1.69	27,742				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	1.06	20,838				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.53	312,467	1.06	20,838				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	2.22	654,959				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	2.22	654,959				YES
	Operations Support Systems - Maintenance and Repair										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.93%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			99.90%					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%			99.82%					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	95.37%	1,645,159	95.85%	142,401		0.00058	-8.2905	YES
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.00%	48,231	2.76%	1,953		0.00323	-2.3644	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.64%	28,022	7.41%	5,453		0.00311	-8.8816	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.34%	1,645,081	99.63%	145,907		0.00022	-13.2052	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.47%	1,201,989	97.21%	83,905		0.00056	4.6207	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	98.69%	118,386	98.52%	7,952		0.00132	1.3193	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	6,026	31.01%	690		0.01833	-0.8325	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	34.87%	5,962	26.82%	179		0.03615	2.2282	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	24.44%	5,584		0.00527	-14.1074	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.58%	198,432	99.90%	16,833		0.00052	-6.2026	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	82.12%	57,096	83.79%	4,941		0.00568	-2.9403	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	98.98%	1,645,159	99.38%	142,401		0.00028	-14.2506	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	75.40%	48,231	84.74%	1,953		0.00994	-9.3937	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	67.49%	28,022	40.45%	5,453		0.00693	38.9947	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.65%	1,645,081	99.85%	145,907		0.00016	-12.7728	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.80%	1,201,989	99.56%	83,905		0.00016	14.9894	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	98.87%	118,386	98.79%	7,952		0.00123	0.6007	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	6,026	31.01%	690		0.01833	-0.8325	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.40%	5,962	98.88%	179		0.00588	0.8738	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	24.44%	5,584		0.00527	-14.1074	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.82%	198,432	99.99%	16,833		0.00034	-5.0907	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.56%	57,096	99.45%	4,941		0.00099	1.0293	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	1.02%	1,645,159	0.62%	142,401		0.00028	14.2506	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	24.60%	48,231	15.26%	1,953		0.00994	9.3937	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	32.51%	28,022	59.55%	5,453		0.00693	-38.9947	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.35%	1,645,081	0.15%	145,907		0.00016	12.7728	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.20%	1,201,989	0.44%	83,905		0.00016	-14.9894	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	1.13%	118,386	1.21%	7,952		0.00123	-0.6007	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	70.51%	6,026	68.99%	690		0.01833	0.8325	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.60%	5,962	1.12%	179		0.00588	-0.8738	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	82.99%	57,608	75.56%	5,584		0.00527	14.1074	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.18%	198,432	0.01%	16,833		0.00034	5.0907	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.44%	57,096	0.55%	4,941		0.00099	-1.0293	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			9	13				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			4	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			3	4				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days			10	2				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	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			89.83%	368,804				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			89.83%	368,804				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			90.20%	154,447				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			77.80%	4,459				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			89.81%	209,898				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			83.37%	397,389				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			83.37%	397,389				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			85.39%	163,154				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			57.73%	6,009				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			82.60%	228,226				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.81%	9,298				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.81%	9,298				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			40.00%	5				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			99.89%	910				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%	2				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days			100.00%	1				YES
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	315.73	5,596,672	22.08	40,855				YES
	General - Maintenance Center										
	Average Answer Time										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.5.1	M&R-6	Region (seconds)	Parity w Retail	66.71	2,022,954	26.57	96,672				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			4.42					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			83.30%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			4.69					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			85.60%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			1.58	2,004				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			93.96%	236,071				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,004				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.92%	2,354	100.00%	25,526		0.00063	-1.3538	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.83%	55,590	99.64%	638,999,122		0.00017	11.0808	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.92%	55,590	99.95%	638,999,122		0.00012	-2.6148	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.41	55,590	2.29	638,999,122				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	82.30%	$7,344,148	87.85%	$185,908		0.00213	-26.0874	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.9.5.2	B-7	UNE/TN (%)	>= 90%			99.16%	$214,108				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			92.88%	$6,330				YES
		Non-Recurring Charge Completeness									
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	87.60%	$10,149,649	97.75%	$280,926		0.00179	-56.6534	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			97.68%	$309,270				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			98.58%	$75,441				YES
		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-3	TN (%)	>= 95% w in 30 days								
		% Change Management Documentation (Defects, Corrections, etc.) Sent On Time									
F.10.4	CM-3	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%	11				YES
		% Software Errors Corrected within 10 Business Days									
F.10.7	CM-6	Region (%)	>= 95% w in 10 days			100.00%	1				YES
		% Software Errors Corrected within 30 Business Days									
F.10.8	CM-6	Region (%)	>= 95% w in 30 days			100.00%	3				YES
		% Software Errors Corrected within 45 Business Days									
F.10.9	CM-6	Region (%)	>= 95% w in 45 days								
		% Change Requests Accepted or Rejected within 10 Business Days									
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	5				YES
		% Change Requests Rejected Within The Reporting Period									
F.10.11	CM-8	Region (%)	Diagnostic			40.00%	5				Diagnostic
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented									
F.10.12	CM-9	Region (number)	= 0 Defects								
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented									
F.10.13	CM-9	Region (number)	= 0 Defects								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9	Region (number)	= 0 Defects								
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%								
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days								
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			100.00%	170,425				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	488,345				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	170,425				YES
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	488,345				YES
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.56	21	0.56	21				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.07	26	0.07	26				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	3.27	20	3.29	20				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			99.93%	1,360				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			99.76%	838				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			99.38%	646				YES
		% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3	Region (%)	100%			100.00%	63				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	127	1	120	1				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			8.03%	12,347				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic			38.76%	178				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			23.43%	1,434				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic			46.85%	111				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic			100.00%	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			52.46%	183				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic			40.24%	82				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic			30.59%	85				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic			50.00%	4				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic			40.00%	10				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic			33.33%	21				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr			98.89%	993				YES
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr			100.00%	69				YES
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			94.69%	339				YES
A.1.7.2	O-8	Business/TN (%)	>= 85% w in 10 hrs			98.08%	52				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			100.00%	1				YES
A.1.7.5	O-8	Centrex/TN (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/TN (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs			97.94%	97				YES
A.1.8.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			100.00%	36				YES
A.1.8.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			100.00%	26				YES
A.1.8.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			100.00%	2				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			57.14%	7				NO
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN (%)	>= 95% w in 3 hrs			99.26%	11,349				YES
A.1.9.2	O-9	Business/TN (%)	>= 95% w in 3 hrs			100.00%	108				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			96.32%	1,197				YES

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A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			95.59%	68				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			100.00%	81				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			100.00%	47				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			98.46%	65				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs			75.00%	4				NO
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			100.00%	15				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	322				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.85%	12,025				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	13				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			99.39%	165				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%	24				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			100.00%	1,410				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	8				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	103				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN (%)	>= 95%			93.99%	183				NO
A.1.16.2	O-11	Business/TN (%)	>= 95%			96.34%	82				YES
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			97.65%	85				YES
A.1.16.4	O-11	PBX/TN (%)	>= 95%			100.00%	4				YES
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			80.00%	10				NO
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			100.00%	21				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	322				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.95%	12,007				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	13				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	164				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%								

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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%			83.33%	24				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)	>= 95%			93.55%	1,410				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)	>= 95%			75.00%	8				NO
A.1.18.2.2	O-11	Business/TAG/TN (%)	>= 95%			95.15%	103				YES
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/TN (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/TN (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/TN (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/TN (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/TN (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/TN (%)	>= 95%			91.86%	172				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			100.00%	79				YES
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			95.18%	83				YES
A.1.19.4	O-11	PBX/TN (%)	>= 95%			100.00%	4				YES
A.1.19.5	O-11	Centrex/TN (%)	>= 95%			100.00%	8				YES
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			95.24%	21				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	6.65	10,501	5.41	374	4.755	0.25020	4.9652	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	0.86	278,928	0.66	8,210	1.002	0.01122	18.0817	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	8.57	21	9.00	1	7.373	7.54623	-0.0568	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	4.67	3,838	4.28	26	7.969	1.56814	0.2443	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.22	13,975	0.83	160	2.773	0.22044	1.8048	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	9.88	60			9.716			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	0.33	8			0.000			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	20.60	1,047	8.00	2	23.426	16.58033	0.7602	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	7.88	211	2.63	10	11.517	3.72714	1.4073	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	14.50	92			19.804			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design	18.00	1			0.000			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	14.23	23			21.232			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	3.44	70	1.40	5	6.452	2.98657	0.6824	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX	8.00	3			3.464			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	3.67	13	6.00	1	5.064	5.25558	-0.4440	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	5.75	226			5.830			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	3.69	762	1.00	4	16.449	8.24588	0.3261	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	8.86	14			6.848			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	11.67	13			38.573			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	15.92	383	6.00	1	19.604	19.62938	0.5052	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	2.10	830	3.09	11	5.278	1.60187	-0.6158	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN	26.67	66			24.635			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN	10.42	37			14.992			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	8.23	106	0.00	0	6.685			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	1.83	6	15.00	1	0.753	0.81309	-16.1934	NO
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

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	8.13	15	0.00	0	5.617			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	1.00	1	0.00	0	0.000			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	7.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	2.00	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	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	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	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	34.78	9	0.00	0	25.641			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	1.00	1	0.00	0	0.000			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	0.28%	297,994	0.25%	9,108		0.00056	0.4866	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.56%	18,231	0.00%	174		0.00945	1.6544	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	18.17%	1,332						
A.2.4.4	P-2	PBX/TN (%)	PBX	3.60%	111	0.00%	3		0.10905	0.3305	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	2.57%	1,011	0.00%	3		0.09152	0.2810	YES
A.2.4.6	P-2	ISDN/TN (%)	ISDN	7.08%	1,313	0.00%	2		0.18154	0.3902	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			0.39%	256				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	86				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			30.77%	26				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	7				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			9.09%	11				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			221.99	20				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs								
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			56.50	1				Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			614.94	8				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/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.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			324.38	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			100.00%	20				YES
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs								
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%	8				Diagnostic
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	7.75%	12,135	4.16%	409		0.01344	2.6711	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.05%	286,055	0.07%	8,957		0.00023	-0.9609	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	18.18%	22	0.00%	1		0.39436	0.4610	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	4.16%	4,111	0.00%	59		0.02618	1.5888	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.02%	14,082	0.00%	197		0.00105	0.2035	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	2.82%	71						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	8						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	3.64%	1,072	50.00%	4		0.09379	-4.9431	NO
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	218	6.67%	15		0.00000		NO
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	92						
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	4.00%	25						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	70	0.00%	8		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	5						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	13	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	3.08%	227						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	764	0.00%	9		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	6.67%	15						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	13	0.00%	1		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	4.63%	389	0.00%	1		0.21034	0.2200	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	1.68%	834	0.00%	11		0.03899	0.4305	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	69						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	37						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	10.91%	12,568	11.39%	360		0.01666	-0.2882	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.23%	247,525	3.95%	8,828		0.00192	-3.7518	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	12.50%	16						
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	11.94%	3,954	7.69%	65		0.04054	1.0470	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	9.39%	16,991	5.49%	364		0.01545	2.5228	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	14.29%	63						
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	7.71%	882	0.00%	8		0.09474	0.8138	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	2.92%	137	10.00%	10		0.05515	-1.2839	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	2.04%	49						
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%	40						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	2.22%	90	0.00%	4		0.07532	0.2950	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	6						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	17						

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A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	12.57%	191						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	5.74%	418	0.00%	6		0.09565	0.6003	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	12.50%	16						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	18.18%	11	0.00%	1		0.40284	0.4513	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	4.62%	303	66.67%	3		0.12180	-5.0941	NO
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	699	20.00%	5		0.00000		NO
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	40						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	44						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	2.11	12,114	0.02	379	16.385	0.85469	2.4458	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	1.07	285,394	0.75	8,730	9.446	0.10263	3.1408	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.02	22	0.02	1	0.020	0.02074	0.2923	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	1.56	4,030	0.02	25	13.024	2.61294	0.5922	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	1.51	13,921	0.66	152	10.077	0.82177	1.0270	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	1.19	70			4.046			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	35.21	2			49.439			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	4.82	1,043			22.334			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	1.22	217			6.296			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	37.49	92			59.335			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design	0.02	1			0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	6.39	23			16.470			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	5.11	68	0.28	1	27.030	27.22786	0.1771	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX	2.70	5			5.355			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	16.53	12			54.867			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	3.86	227			15.029			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	2.41	761	0.21	3	15.701	9.08280	0.2425	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.99	15			3.673			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.68	13			0.294			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	10.07	377			47.672			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	1.36	828	0.18	2	8.677	6.14284	0.1930	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN	34.53	68			84.952			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	23.05	36			80.946			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.48	30				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			4.63	224				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			31.55	34				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.92	43				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			19.15	4				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			25.77	15				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			18.96	7				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			19.02	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			54.00	6				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			62.00	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			14.45	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			20.40	9				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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.82	273				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.65	7,027				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic			9.11	1				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			3.34	6				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.86	55				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			2.26	21				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	668				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.84	7				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.71	43				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			1.30	1				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			2.06	20				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.33	31				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			4.21	1				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.89	14				Diagnostic

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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			4.19	7				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			2.79	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								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			8.11	1				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			5.73	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			5.83	269				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.90	3,301				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic			9.11	1				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			3.34	6				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.89	52				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.45	17				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.80	628				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			2.69	6				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.71	42				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

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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			1.30	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			2.13	19				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.38	27				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			4.21	1				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.83	13				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			4.19	7				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			2.79	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								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			8.11	1				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			5.73	8				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			3.17%	379				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			9.42%	8,262				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			7.69%	26				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			3.11%	161				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			0.00%	10				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			42.86%	7				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%	4				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			0.00%	11				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			98.29%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.51%	875				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%			91.67%	12				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			93.75%	160				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			97.89%	190				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			85.71%	7				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	17				YES

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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			96.97%	33				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	78				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			80.00%	5				NO
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			75.00%	12				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	9.64%	47,196	4.94%	972		0.00956	4.9151	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	1.46%	21,486	0.58%	172		0.00917	0.9544	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	9.99%	5,716	10.64%	47		0.04392	-0.1477	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.37%	2,616	0.00%	15		0.03939	0.6017	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	0.67%	899	0.00%	15		0.02120	0.3148	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.75%	797	0.00%	4		0.04333	0.1738	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	2.65%	113	50.00%	2		0.11468	-4.1286	NO
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	8.33%	72	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	8.89%	495	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	1.61%	372	0.00%	1		0.12614	0.1279	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	14.23%	267	0.00%	1		0.35003	0.4066	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	3.10%	226	0.00%	2		0.12304	0.2517	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.59%	1,820,618	3.40%	28,567		0.00096	-8.4394	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.18%	1,820,618	0.60%	28,567		0.00065	8.9239	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.41%	404,620	1.14%	4,107		0.00186	1.4393	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.65%	404,620	0.37%	4,107		0.00126	2.2307	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	0.46%	195,354	0.19%	7,771		0.00078	3.4047	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	0.41%	195,354	0.05%	7,771		0.00074	4.8252	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.16%	69,572	0.32%	626		0.00162	-0.9707	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.10%	69,572	0.00%	626		0.00129	0.8013	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.61%	80,653	0.00%	337		0.00428	1.4352	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.46%	80,653	0.30%	337		0.00371	0.4437	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.19%	144,107	0.08%	1,291		0.00120	0.8960	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.16%	144,107	0.15%	1,291		0.00111	0.0172	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	42.06	47,196	37.64	972	38.977	1.26300	3.4986	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	18.57	21,486	8.19	172	27.619	2.11435	4.9067	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	11.57	5,716	9.87	47	17.892	2.62048	0.6495	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	2.77	2,616	1.20	15	6.312	1.63434	0.9577	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	4.67	899	4.60	15	4.035	1.05038	0.0650	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.17	797	2.92	4	3.567	1.78793	-0.4166	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	6.22	113	36.65	2	6.903	4.92401	-6.1790	NO
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	5.95	72	0.00	0	9.076			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	11.28	495	0.00	0	16.430			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	2.33	372	1.00	1	6.191	6.19960	0.2139	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	12.91	267	1.80	1	16.511	16.54226	0.6718	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	4.55	226	0.39	2	9.823	6.97692	0.5955	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	23.13%	47,196	12.14%	972		0.01366	8.0416	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	18.07%	21,486	11.05%	172		0.02945	2.3837	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	15.47%	5,716	21.28%	47		0.05296	-1.0973	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	12.35%	2,616	20.00%	15		0.08518	-0.8984	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	23.25%	899	20.00%	15		0.10997	0.2954	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	17.82%	797	25.00%	4		0.19181	-0.3745	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	9.73%	113	0.00%	2		0.21145	0.4604	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	16.67%	72	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	14.75%	495	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	17.74%	372	0.00%	1		0.38254	0.4638	YES

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A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	18.73%	267	0.00%	1		0.39085	0.4791	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	13.27%	226	0.00%	2		0.24098	0.5509	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	51.57%	28,297	53.87%	763		0.01833	-1.2501	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	33.41%	7,893	11.46%	96		0.04843	4.5324	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	7.63%	3,301	0.00%	27		0.05131	1.4878	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	1.40%	999	0.00%	6		0.04813	0.2912	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	0.67%	899	0.00%	15		0.02120	0.3148	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.75%	797	0.00%	4		0.04333	0.1738	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	1.92%	104	50.00%	2		0.09804	-4.9038	NO
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	8.82%	68	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	8.62%	290	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	0.52%	191	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	14.61%	267	0.00%	1		0.35383	0.4128	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	3.11%	225	0.00%	2		0.12331	0.2523	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	TN (%)	BST - State	95.11%	$197,376,692	93.78%	$1,599,345		0.00017	77.4511	NO
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	4.10	1	3.13	1,977				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			15.74%	22,876				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic			100.00%	2				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			18.97%	290				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	9				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			16.67%	102				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			19.05%	420				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			5.13%	39				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			0.00%	8				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			10.32%	252				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			13.38%	471				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic			5.25%	305				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			29.47%	3,784				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic			28.57%	14				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			5.88%	17				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			35.29%	17				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			19.12%	68				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			20.00%	15				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			31.72%	145				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			24.10%	166				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			42.21%	244				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic			33.85%	130				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			50.00%	2				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			49.80%	508				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			47.09%	189				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			14.81%	27				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			25.00%	16				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			57.14%	7				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			34.88%	43				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			45.45%	33				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			0.00%	1				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			44.44%	27				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			60.00%	5				Diagnostic
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			41.06%	151				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			32.19%	1,373				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			9.52%	21				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			27.06%	388				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			97.22%	3,600				YES
B.1.4.4	O-8	Combo Other/TN (%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 97% w in 1 hr			98.18%	55				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr			88.24%	17				NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			80.00%	80				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr			0.00%	3				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								
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			76.92%	26				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			47.62%	63				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%	16				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			97.05%	1,119				YES
B.1.7.4	O-8	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	4				YES
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								
B.1.7.7	O-8	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.7.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			92.31%	13				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			87.50%	48				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			97.50%	40				YES
B.1.7.15	O-8	Other Non-Design/TN (%)	>= 85% w in 10 hrs			97.14%	105				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			93.18%	44				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			95.82%	263				YES
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			98.88%	89				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%	4				YES
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			100.00%	5				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%	15				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			100.00%	3				YES
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			100.00%	63				YES
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			98.90%	455				YES
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.17	O-14	LNP Standalone/TN (%)	>= 85% w in 24 hrs			98.11%	106				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			99.88%	19,242				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			98.59%	213				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			100.00%	9				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			100.00%	85				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			100.00%	351				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			97.37%	38				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%	7				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			91.19%	227				NO
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			99.76%	412				YES
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			99.65%	289				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			95.19%	2,929				YES
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			100.00%	17				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	11				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			98.31%	59				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			92.86%	14				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			94.50%	109				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			99.24%	131				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			94.59%	148				YES
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			96.59%	88				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%	1				YES
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			98.43%	254				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			95.00%	100				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	22				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			100.00%	26				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	16				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%	14				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			96.63%	89				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			99.24%	921				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	18				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.63%	273				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%			99.77%	17,645				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.87%	5,231				YES
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	2				YES
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%			97.97%	197				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			80.65%	93				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	7				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	86				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	16				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			99.31%	290				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			99.23%	130				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%	39				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	5				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			66.67%	3				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			99.28%	139				YES
B.1.14.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			99.12%	113				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	243				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.56%	228				YES
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%			100.00%	226				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			98.73%	79				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.87%	1,525				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.87%	2,259				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	14				YES
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	13				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	4				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%								
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	16				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	1				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	36				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	32				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%	15				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	64				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	81				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			100.00%	92				YES
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			98.65%	74				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	43				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.00%	201				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%			100.00%	102				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	28				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%	2				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			97.24%	508				YES
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			97.35%	189				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			96.30%	27				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	16				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	7				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			95.35%	43				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			93.94%	33				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%			0.00%	1				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			92.59%	27				NO
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			100.00%	5				YES
B.1.16.14	O-11	Other Design/TN (%)	>= 95%			98.01%	151				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			98.03%	1,373				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			95.24%	21				YES
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			97.42%	388				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%			99.94%	17,605				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.87%	5,224				YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	2				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%			98.45%	193				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	75				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	7				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	86				YES
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	16				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			96.88%	288				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			96.12%	129				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%			97.44%	39				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			60.00%	5				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	2				YES
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%			98.55%	138				YES
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			99.11%	112				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			97.53%	243				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	227				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%			89.82%	226				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			50.00%	78				NO

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	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%			94.48%	1,523				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			89.45%	2,256				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	14				YES
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	13				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	4				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%								
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	16				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	1				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			91.67%	36				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	32				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%			86.67%	15				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			67.19%	64				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			53.09%	81				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%			90.22%	92				NO
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			95.89%	73				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			97.67%	43				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			96.48%	199				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%			91.18%	102				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			96.43%	28				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	2				YES
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			95.95%	494				YES
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			94.57%	184				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	26				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	16				YES
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	7				YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			97.56%	41				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			100.00%	31				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%			96.00%	25				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			60.00%	5				NO
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			95.95%	148				YES
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			96.73%	1,346				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			100.00%	20				YES
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			96.30%	378				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.12	14,339			5.859			

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B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.88	292,903			1.153			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	9.54	81			9.140			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	8			0.000			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	19.93	801			22.280			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	R&B	6.10	14,643	2.90	332	5.871	0.32585	9.8153	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	0.89	294,507	0.87	5,950	1.441	0.01887	0.8126	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	144,325	0.33	2,940	0.034	0.00063	0.1208	YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.43	150,182	1.40	3,010	1.868	0.03438	0.6246	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	10.28	95			12.368			
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	6.14	53			21.053			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	23			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	10.60	30			27.339			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	7.31	16,018	11.39	51	9.567	1.34173	-3.0450	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	7.31	16,018			9.567			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	15.68	256			19.243			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	15.68	256			19.243			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	13.95	244	10.75	60	12.403	1.78727	1.7894	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.94	485			5.322			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI	2.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.00	1			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	2.70	1,633	1.67	3	2.031	1.17389	0.8769	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	2.47	2,329	3.00	43	0.715	0.11005	-4.7820	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	3.00	3			1.000			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail	134.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	6.10	14,643	4.97	81	5.871	0.65414	1.7318	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.10	14,643			5.871			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.12	14,339	4.57	7	5.859	2.21487	0.6988	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	1.41	149,211			1.428			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	9.54	81	0.33	1	9.140	9.19643	1.0015	YES
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	6.10	14,643			5.871			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.10	14,643			5.871			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.12	14,339			5.859			
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	1.41	149,211			1.428			
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	9.54	81			9.140			
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	6.10	14,643	5.46	39	5.871	0.94138	0.6782	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	6.10	14,643			5.871			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	10.28	95			12.368			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	6.12	14,339			5.859			
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	1.41	149,211			1.428			
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	9.54	81			9.140			
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	20.16	1,375			22.777			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	8.96	269			11.810			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	18.87	161			21.743			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design	14.74	19			13.678			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	6.10	14,643			5.871			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	0.89	294,507			1.441			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	10.28	95			12.368			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	6.14	53			21.053			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.12	14,339			5.859			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.88	292,903			1.153			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	9.54	81			9.140			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	8			0.000			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	6.12	14,339			5.859			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.88	292,903	0.51	474	1.153	0.05298	6.9282	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	9.54	81			9.140			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	8	0.33	2	0.000	0.00000		YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	4.64	1,965	7.58	125	7.248	0.66854	-4.3967	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	2.63	3,101			4.132			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	3.00	3			1.000			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	22.76	427	6.84	154	30.828	2.89776	5.4926	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	3.82	273			8.375			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	26.67	66			24.635			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	10.42	37			14.992			
		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	72				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	8.21	121			6.541			
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)	1.71	7			0.756			
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	8.00	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	8.21	121	12.00	2	6.541	4.66337	-0.8117	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	1.71	7	0.00	0	0.756			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	10.00	130	0.00	0	11.240			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	1.67	9	0.00	0	0.707			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	6.80	5	0.00	0	10.183			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	34.78	9	2.00	1	25.641	27.02765	1.2127	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	1.00	1	0.00	0	0.000			YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								

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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	6.80	5	0.00	0	10.183			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	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						
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	8.21	121	0.00	0	6.541			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	1.71	7	0.00	0	0.756			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	8.21	121	0.00	0	6.541			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	1.71	7	0.00	0	0.756			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	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	0.00	0				YES
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	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.21	121			6.541			
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	1.71	7			0.756			
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	8.21	121			6.541			
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	1.71	7			0.756			
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	8.21	121	0.00	0	6.541			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	1.71	7	0.00	0	0.756			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	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	0.00	0				YES
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	0.00	0				YES
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	8.21	121	0.00	0	6.541			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	1.71	7	0.00	0	0.756			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	32.00	10			25.721			
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	1.50	2			0.707			
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	8.21	121			6.541			
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	1.71	7			0.756			
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)	8.21	121			6.541			
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)	1.71	7			0.756			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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)	8.21	121	0.00	0	6.541			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)	1.71	7	0.00	0	0.756			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	24.79	14	2.00	1	25.100	25.98133	0.8770	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	1.00	1	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0	5.75	4				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	2.00	1	0.00	0	0.000			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.35%	316,225						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	49.94%	781						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.36%	318,193	0.18%	17,439		0.00047	3.9099	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	8.10%	18,179	57.14%	7		0.10313	-4.7559	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	3.08%	4,157	0.00%	62		0.02210	1.3931	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	6.00%	916	16.98%	53		0.03356	-3.2705	NO
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	3.08%	4,157						
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.36%	318,193	5.98%	117		0.00554	-10.1557	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.65%	172,547	14.29%	21		0.01751	-7.7888	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.36%	318,193						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.65%	172,547						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.36%	318,193	4.94%	81		0.00665	-6.8806	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.65%	172,547						
B.2.5.14	P-2	Other Design/TN (%)	Design	18.84%	1,799						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.36%	318,193						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.35%	316,225						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.35%	316,225	0.00%	287		0.00351	1.0091	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	3.96%	5,221	8.11%	111		0.01872	-2.2137	NO
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	22.01%	795	71.64%	201		0.03271	-15.1720	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			0.72%	415				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			50.00%	70				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			5.56%	18				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			23.08%	13				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	68				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			16.67%	12				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	1				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			7.14%	14				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	2				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

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B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	195				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			14.29%	28				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			57.14%	28				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			142.59	28				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs			335.59	4				YES
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			335.93	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			195.58	6				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			136.23	2				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			137.68	4				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			335.93	9				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			191.58	144				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			440.93	2				Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			326.50	35				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic			132.72	1				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic			331.68	2				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			112.72	2				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			243.63	1				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			265.36	3				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			150.67	15				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%	28				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								
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%	6				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	2				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%	4				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs								

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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%	144				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			50.00%	2				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	35				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic			100.00%	2				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%	2				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			100.00%	1				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
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			93.33%	15				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%			4.00%	50				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%	22				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			96.00%	50				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%	22				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%	50				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%	22				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			526.33	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			5.46%	238				NO
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%			0.00%	1				YES
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)	6.84%	16,246						

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	300,137						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.45%	93						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	8						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	1.37%	801						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	6.75%	16,551	3.59%	501		0.01138	2.7742	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.05%	301,747	0.03%	17,331		0.00017	1.0110	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	144,375	0.00%	2,973		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.09%	157,372	0.03%	14,358		0.00026	2.0487	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	6.48%	108	0.00%	6		0.10326	0.6277	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	53	0.00%	2		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	23	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	30	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	6.55%	17,959	4.62%	65		0.03074	0.6288	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	6.55%	17,959						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	2.55%	274						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	2.55%	274						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.03%	1,787	0.00%	77		0.02289	1.7604	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,372						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	6.46%	263	4.69%	64		0.03427	0.5183	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	2.08%	674						
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	4.03%	1,787	0.00%	4		0.09843	0.4093	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	2,372	1.56%	64		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.75%	16,551	2.31%	130		0.02209	2.0106	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.75%	16,551						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	6.48%	108						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.48%	108						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.84%	16,246	4.76%	21		0.05512	0.3768	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	156,397						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.45%	93	0.00%	1		0.24699	0.2612	YES
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	6.75%	16,551						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.75%	16,551						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	6.48%	108						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.48%	108						
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	6.84%	16,246						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	156,397						
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	6.45%	93						
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	6.75%	16,551	0.00%	85		0.02728	2.4739	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.75%	16,551						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	6.48%	108	0.00%	2		0.17569	0.3689	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.48%	108						
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	6.84%	16,246						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.08%	156,397	0.00%	2		0.02053	0.0411	YES
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	6.45%	93						
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	4.19%	1,408						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	2.90%	276						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	166						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	19						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	6.75%	16,551						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.05%	301,747						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	6.48%	108						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	53						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.84%	16,246						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	300,137						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.45%	93						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	8						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.84%	16,246						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.04%	300,137	0.21%	479		0.00096	-1.7188	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.45%	93						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	8	0.00%	2		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.29%	2,123	2.24%	134		0.01804	1.1349	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.45%	3,140						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	33.33%	3						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	2.99%	435	8.52%	223		0.01402	-3.9446	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	275						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	69						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	37						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.15%	16,522						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.63%	264,516						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	13.92%	79						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	7.71%	895						
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	11.15%	16,756	17.13%	356		0.01686	-3.5514	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.62%	265,683	3.50%	14,393		0.00160	0.7615	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.36%	123,324	3.29%	3,226		0.00321	0.2192	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.86%	142,359	3.56%	11,167		0.00189	1.5379	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	13.40%	97	33.33%	3		0.19971	-0.9980	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	3.45%	58						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	6.67%	15						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	2.33%	43						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	10.87%	17,938	21.05%	38		0.05054	-2.0158	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	10.87%	17,938						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	7.37%	190						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	7.37%	190						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.56%	1,745	3.96%	101		0.02345	0.6816	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.75%	2,360						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	3						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	5.63%	231	18.18%	33		0.04289	-2.9272	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.00%	616						
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	5.56%	1,745	33.33%	3		0.13240	-2.0978	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.75%	2,360	18.00%	50		0.02339	-6.5185	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	3						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.15%	16,756	8.18%	110		0.03011	0.9853	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.15%	16,756						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	13.40%	97						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	13.40%	97						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	11.15%	16,522	11.54%	52		0.04372	-0.0877	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	3.86%	141,617						

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B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	13.92%	79						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.15%	16,756						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.15%	16,756						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	13.40%	97						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	13.40%	97						
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	11.15%	16,522						
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	3.86%	141,617						
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	13.92%	79						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	11.15%	16,756	17.72%	79		0.03549	-1.8520	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	11.15%	16,756						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	13.40%	97						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	13.40%	97						
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	11.15%	16,522	0.00%	2		0.22262	0.5011	YES
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	3.86%	141,617						
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	13.92%	79						
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	6.85%	1,182						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	2.82%	177						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	1.08%	93						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	16						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	11.15%	16,756						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.62%	265,683						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	13.40%	97						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	3.45%	58						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.15%	16,522						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.63%	264,516						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	13.92%	79						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	11.15%	16,522						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.63%	264,516	0.00%	383		0.00956	3.7955	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	13.92%	79						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	5.53%	2,079	8.13%	123		0.02121	-1.2250	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	2.22%	3,068						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	3						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.57%	252	16.49%	188		0.01788	-7.2231	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	112						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	40						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	44						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.97	16,144			15.615			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.09	299,315			9.476			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.91	92			3.559			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	35.21	2			49.439			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	5.31	785			31.299			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	2.02	16,446	0.13	413	15.614	0.77789	2.4283	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.10	300,917	0.65	17,005	9.503	0.07490	5.9628	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	1.20	143,767	0.66	2,752	10.185	0.19601	2.7745	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	1.00	157,150	0.65	14,253	8.831	0.07725	4.5635	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	0.93	107	0.42	1	3.556	3.57287	0.1443	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	19.59	46			72.367			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	4.71	17			16.869			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	28.31	29			89.671			

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B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	2.34	17,814	0.02	7	17.410	6.58177	0.3534	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	2.34	17,814			17.410			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	21.72	272			57.226			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	21.72	272			57.226			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	5.11	1,784	0.02	62	15.662	2.02334	2.5180	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.03	2,372			7.255			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	7.59	3			13.125			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	4.00	255	0.20	51	20.459	3.13826	1.2098	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	0.95	669			3.646			
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	1,784			15.662			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.03	2,372			7.255			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	7.59	3			13.125			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.02	16,446	0.02	118	15.614	1.44251	1.3885	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.02	16,446			15.614			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.93	107			3.556			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.93	107			3.556			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.97	16,144	0.02	20	15.615	3.49383	0.5605	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.00	156,181			8.826			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	0.91	92	0.02	1	3.559	3.57793	0.2501	YES
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	2.02	16,446			15.614			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.02	16,446			15.614			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.93	107			3.556			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.93	107			3.556			
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	1.97	16,144			15.615			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.00	156,181			8.826			
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	0.91	92			3.559			
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	2.02	16,446	0.02	73	15.614	1.83150	1.0936	YES
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.02	16,446			15.614			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	0.93	107	0.02	2	3.556	2.53807	0.3607	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	0.93	107			3.556			
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	1.97	16,144			15.615			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	1.00	156,181			8.826			
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	0.91	92			3.559			
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	6.22	1,368			31.635			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	1.57	272			7.603			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	35.21	165			70.273			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design	11.47	18			44.786			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	2.02	16,446			15.614			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.10	300,917			9.503			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	0.93	107			3.556			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	19.59	46			72.367			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.97	16,144			15.615			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.09	299,315			9.476			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.91	92			3.559			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	35.21	2			49.439			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.97	16,144			15.615			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.09	299,315	0.66	286	9.476	0.56061	0.7659	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	0.91	92			3.559			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	35.21	2			49.439			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	5.01	2,111	0.10	109	16.380	1.60892	3.0475	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.01	3,135			6.542			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	7.59	3			13.125			

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B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	10.31	425	0.05	191	47.489	4.13690	2.4786	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	2.44	274			14.955			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	34.53	68			84.952			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	23.05	36			80.946			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			20.44	87				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			6.91	317				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			3.59	214				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			13.80	103				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			23.38	5				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic			37.98	1				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			37.98	1				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic			22.60	55				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			22.84	15				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			19.94	13				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	4				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic			0.68	64				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			25.82	10				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			19.73	1				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			33.29	10				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

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B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic			18.83	2				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
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			3.80	193				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			0.68	2				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			21.71	25				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			23.56	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										
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			3.18	140				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.99	4,336				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.94	38				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			10.89	23				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			5.43	38				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

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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			4.75	4				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			0.33	1				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
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.34	3				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			0.61	238				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			7.23	58				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.40	89				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.33	96				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.20	1,111				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			11.10	5				Diagnostic

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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			4.94	3				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			10.14	2				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.54	17				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.50	2				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.60	24				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.20	45				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.02	5				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.13	31				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								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			2.84	27				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.58	48				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			11.28	25				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			4.66	8				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			10.33	4				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.08	1				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.86	7				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								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.93	4				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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			0.52	185				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.33	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.78	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			6.89	7				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			3.15	137				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.15	3,456				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.12	30				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			11.40	17				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			5.51	31				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			4.75	4				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			0.33	1				Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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			5.34	3				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			0.61	238				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			7.47	44				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.60	79				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.29	93				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.18	1,068				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			11.93	4				Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.37	2				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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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			12.10	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								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			5.54	17				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			3.50	2				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			5.74	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			1.20	45				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								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			7.61	3				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								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			7.10	30				Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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			2.57	23				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.58	48				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			12.34	18				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			5.08	5				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			10.40	3				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			5.08	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			5.83	6				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			4.93	4				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

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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			0.52	185				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.33	2				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.52	7				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.89	7				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			13.28%	354				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			8.82%	6,000				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			3.92%	51				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			1.37%	73				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			3.33%	60				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	43				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			6.02%	83				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			0.00%	8				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			26.00%	50				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			4.40%	477				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			2.38%	126				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic			6.79%	162				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								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			98.46%	65				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%	167				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.52%	135				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	36				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	16				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			99.00%	200				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.91%	460				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			96.25%	80				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			98.33%	60				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)	9.68%	52,912						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.56%	24,102						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	395	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.00%	287	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	9.67%	53,408	7.65%	1,974		0.00677	2.9840	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.56%	24,476	2.49%	481		0.00570	-1.6461	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	9.53%	54,686	0.00%	29		0.05454	1.7472	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	9.53%	54,686	0.00%	7		0.11098	0.8586	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	38.55%	581	4.35%	23		0.10348	3.3057	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.04%	1,419	0.00%	5		0.06339	0.3224	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	16.52%	224	0.00%	25		0.07830	2.1095	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	3.95%	177	0.00%	12		0.05814	0.6803	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	38.55%	581	0.00%	2		0.34476	1.1183	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.04%	1,419	0.00%	16		0.03557	0.5745	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	9.67%	53,408	8.73%	378		0.01526	0.6166	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	9.67%	53,408	0.00%	75		0.03415	2.8317	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	9.65%	52,800	0.00%	3		0.17046	0.5660	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.23%	22,112	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	3.60%	1,278	1.49%	134		0.01691	1.2456	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.74%	1,093	0.00%	69		0.01622	1.0715	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	9.67%	53,408	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.56%	24,476	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	9.68%	52,912						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.56%	24,102						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	2.38%	2,225,238						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.08%	2,225,238						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.71%	23,034	0.00%	152		0.01066	1.6092	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	1.25%	23,034	0.00%	152		0.00908	1.3717	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	2.28%	2,341,889	1.65%	119,414		0.00045	14.0058	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.05%	2,341,889	0.40%	119,414		0.00030	21.1790	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	2.01%	2,714,924	5.52%	525		0.00619	-5.6654	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	2.01%	2,714,924	1.33%	525		0.00619	1.0992	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	0.94%	61,991	1.04%	2,220		0.00209	-0.4725	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.29%	61,991	0.23%	2,220		0.00327	6.3151	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	1.09%	20,562	1.22%	2,056		0.00241	-0.5243	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.86%	20,562	0.58%	2,056		0.00215	1.2915	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	0.94%	61,991	0.30%	663		0.00378	1.6815	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.29%	61,991	2.41%	663		0.00591	-0.2103	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	2.28%	2,341,889	0.94%	40,285		0.00076	17.6880	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	2.28%	2,341,889	0.19%	40,285		0.00076	27.5996	YES

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B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	2.37%	2,225,238	0.56%	537		0.00665	2.7288	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.99%	2,225,238	0.00%	537		0.00430	2.3097	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.34%	373,035	2.63%	5,097		0.00083	-27.6995	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.29%	373,035	1.35%	5,097		0.00076	-13.8958	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	2.28%	2,341,889	0.00%	884		0.00508	4.4892	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.05%	2,341,889	0.00%	884		0.00344	3.0390	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	2.38%	2,225,238						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.08%	2,225,238						
		Maintenance Average Duration									
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	38.77	52,912			38.461			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	16.85	24,102			26.618			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	3.77	395	0.00	0	2.545			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.63	287	0.00	0	1.734			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	38.52	53,408	22.34	1,974	38.405	0.88024	18.3821	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	16.63	24,476	6.46	481	26.485	1.21941	8.3357	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	37.76	54,686	5.52	29	38.285	7.11132	4.5346	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	37.76	54,686	1.40	7	38.285	14.47147	2.5128	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	33.85	581	6.94	23	51.991	11.05326	2.4345	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	1.39	1,419	1.33	5	7.107	3.18392	0.0169	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	14.38	224	7.04	25	17.509	3.69207	1.9860	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	5.16	177	4.26	12	10.970	3.27236	0.2757	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	33.85	581	100.00	2	51.991	36.82606	-1.7964	NO
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	1.39	1,419	6.81	16	7.107	1.78673	-3.0365	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	38.52	53,408	9.56	378	38.405	1.98234	14.6045	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	38.52	53,408	2.88	75	38.405	4.43778	8.0306	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	38.79	52,800	14.67	3	38.480	22.21684	1.0860	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	17.79	22,112	0.00	0	27.392			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	6.36	1,278	5.08	134	8.468	0.76896	1.6591	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	2.91	1,093	1.75	69	5.968	0.74084	1.5629	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	38.52	53,408	0.00	0	38.405			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	16.63	24,476	0.00	0	26.485			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	38.77	52,912			38.461			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	16.85	24,102			26.618			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	22.30%	52,912						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	17.45%	24,102						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	23.04%	395	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	16.03%	287	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	22.23%	53,408	13.53%	1,974		0.00953	9.1326	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	17.45%	24,476	11.02%	481		0.01748	3.6822	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	22.20%	54,686	37.93%	29		0.07720	-2.0374	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	22.20%	54,686	14.29%	7		0.15710	0.5040	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	28.40%	581	8.70%	23		0.09587	2.0553	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	23.19%	1,419	0.00%	5		0.18906	1.2263	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	20.54%	224	16.00%	25		0.08518	0.5325	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	14.12%	177	16.67%	12		0.10389	-0.2447	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	28.40%	581	100.00%	2		0.31941	-2.2417	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	23.19%	1,419	37.50%	16		0.10610	-1.3492	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	22.23%	53,408	14.55%	378		0.02146	3.5779	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	22.23%	53,408	6.67%	75		0.04804	3.2391	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	22.30%	52,800	0.00%	3		0.24035	0.9280	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	17.75%	22,112	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	21.13%	1,278	23.88%	134		0.03707	-0.7429	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	16.74%	1,093	17.39%	69		0.04634	-0.1399	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	22.23%	53,408	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	17.45%	24,476	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	22.30%	52,912						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	17.45%	24,102						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	46.98%	31,598						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	29.81%	8,892						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.00%	395	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.00%	287	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	46.65%	31,880	25.73%	1,306		0.01408	14.8551	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	29.21%	9,080	6.06%	264		0.02839	8.1531	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	44.99%	33,158	0.00%	29		0.09242	4.8680	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	44.99%	33,158	0.00%	7		0.18805	2.3925	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	38.55%	581	4.35%	23		0.10348	3.3057	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.04%	1,419	0.00%	5		0.06339	0.3224	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	16.96%	224	0.00%	25		0.07914	2.1435	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	3.98%	176	0.00%	12		0.05831	0.6821	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	38.55%	581	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.04%	1,419	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	46.65%	31,880	8.73%	378		0.02581	14.6913	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	46.65%	31,880	0.00%	75		0.05767	8.0887	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	46.99%	31,594	0.00%	1		0.49910	0.9414	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	29.13%	8,739	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	3.60%	1,278	1.49%	134		0.01691	1.2456	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.74%	1,093	0.00%	69		0.01622	1.0715	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	46.65%	31,880	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	29.21%	9,080	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	46.98%	31,598						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	29.81%	8,892						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	TN (%)	BST - State	95.11%	$197,376,692	95.15%	$3,620,564		0.00011	-3.5159	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	4.10	1	2.97	1,725				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			29.73%	37				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	11				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	34				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	35				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	18.52	73	14.18	17	11.660	3.13994	1.3835	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%	56	0.00%	14		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%	73	0.00%	17		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	4,140	0.00%	1,082		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	18.37	73	21.70	15	62.095	17.60329	-0.1893	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			14.71	14				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			0.00%	17				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%	28				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	10				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	130				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	77				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%	62	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%	188,110	0.00%	53,911		0.00001	0.4720	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.03%	188,110	0.00%	53,911		0.00009	3.7163	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	4.62	1	0.00	0	0.000			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	0.12	62	0.00	0	0.271			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	0.00%	62	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%	1	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	62	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN (%)	BST - State	95.11%	$197,376,692	99.96%	$1,951,119		0.00016	-312.4901	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.85	1	4.72	12,420				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%			99.99%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			99.98%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.95%					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/COFFI/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%								
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.73%					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%			99.98%					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	2.60	1,838,035	1.59	323,218				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.73	10,453	1.59	323,218				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.76	4,309,734	1.12	248,896				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	961,793	1.12	248,896				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.62	829,673	1.22	79,917				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.32	358,527	1.22	79,917				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.54	1,423,166	3.95	201,058				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.43	378,278	3.95	201,058				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.00	4,655,412	1.10	734,595				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.55	1,501,078	1.10	734,595				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	9,055,137	4.16	20,341				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.59	810,321	4.16	20,341				NO
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	9,055,137	0.35	41,773				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.59	810,321	0.35	41,773				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	2.60	1,838,035	1.35	419,055				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.73	10,453	1.35	419,055				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.76	4,309,734	2.30	135,562				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	961,793	2.30	135,562				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			10.92	10				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			10.92	10				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.62	829,673	1.84	32,522				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.32	358,527	1.84	32,522				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.54	1,423,166	1.12	20,294				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.43	378,278	1.12	20,294				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.00	4,655,412	2.08	1,064,620				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.55	1,501,078	2.08	1,064,620				YES
	Operations Support Systems - Maintenance and Repair										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.97%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			100.00%					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%			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	96.16%	1,812,588	95.83%	164,293		0.00050	6.6027	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	1.88%	57,758	2.40%	1,790		0.00326	-1.6013	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.25%	32,159	6.29%	5,816		0.00287	-7.1043	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.58%	1,812,501	99.56%	167,839		0.00017	1.2316	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.10%	1,312,510	96.95%	94,906		0.00056	2.6686	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.69%	136,823	99.41%	9,254		0.00059	4.8544	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.23%	6,274	31.28%	745		0.01763	-1.1594	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	30.90%	5,488	21.18%	170		0.03599	2.7031	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	15.12%	60,793	26.23%	6,046		0.00483	-23.0061	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.82%	219,581	99.80%	19,752		0.00031	0.5730	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	84.98%	59,744	83.62%	5,141		0.00519	2.6240	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.17%	1,812,588	99.46%	164,293		0.00023	-12.3898	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	76.92%	57,758	86.20%	1,790		0.01011	-9.1775	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	70.33%	32,159	42.88%	5,816		0.00651	42.1732	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.80%	1,812,501	99.81%	167,839		0.00012	-0.8223	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.69%	1,312,510	99.52%	94,906		0.00019	9.4613	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.83%	136,823	99.74%	9,254		0.00045	1.8877	NO
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.23%	6,274	31.28%	745		0.01763	-1.1594	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.51%	5,488	100.00%	170		0.00545	-0.9029	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	15.12%	60,793	26.23%	6,046		0.00483	-23.0061	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.98%	219,581	99.99%	19,752		0.00011	-1.6289	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.70%	59,744	99.63%	5,141		0.00079	0.8808	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.83%	1,812,588	0.54%	164,293		0.00023	12.3898	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	23.08%	57,758	13.80%	1,790		0.01011	9.1775	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	29.67%	32,159	57.12%	5,816		0.00651	-42.1732	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.20%	1,812,501	0.19%	167,839		0.00012	0.8223	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.31%	1,312,510	0.48%	94,906		0.00019	-9.4613	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.17%	136,823	0.26%	9,254		0.00045	-1.8877	NO
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	70.77%	6,274	68.72%	745		0.01763	1.1594	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.49%	5,488	0.00%	170		0.00545	0.9029	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	84.88%	60,793	73.77%	6,046		0.00483	23.0061	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.02%	219,581	0.01%	19,752		0.00011	1.6289	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.30%	59,744	0.37%	5,141		0.00079	-0.8808	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			9	8				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			6	3				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			5	16				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days			12	4				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	20				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			92.41%	421,483				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			92.41%	421,483				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			92.25%	156,734				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			80.65%	4,552				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			92.71%	260,197				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			84.98%	458,344				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			84.98%	458,344				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			85.16%	169,783				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			56.88%	6,454				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			85.51%	282,107				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			86.53%	13,004				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			86.53%	13,004				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			100.00%	1				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			99.89%	925				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%	16				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	381.65	5,918,398	12.02	44,495				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	49.96	2,237,132	25.91	97,289				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			3.35					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			88.10%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			3.96					PBD
	% Answered in 10 seconds										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2	TN (%)	PBD			89.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			1.48	2,113				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			94.03%	257,722				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,113				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.82%	3,412	100.00%	29,439		0.00076	-2.3208	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	98.31%	42,021	99.79%	709,247,446		0.00063	-23.5693	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.05%	42,021	99.96%	709,247,446		0.00047	-19.2671	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.49	42,021	2.07	709,247,446				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	81.10%	$6,903,797	88.89%	$159,576		0.00228	-34.1381	YES
F.9.5.2	B-7	UNE/TN (%)	>= 90%			98.27%	$199,631				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			99.64%	$4,064				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	88.82%	$10,008,261	99.14%	$255,805		0.00189	-54.6992	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			99.02%	$416,479				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			80.33%	$56,514				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-3	TN (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3	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%	20				YES
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6	Region (%)	>= 95% w in 10 days								
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6	Region (%)	>= 95% w in 30 days								
	% Software Errors Corrected within 45 Business Days										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6	Region (%)	>= 95% w in 45 days			100.00%	3				YES
	% Change Requests Accepted or Rejected within 10 Business Days										
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	12				YES
	% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8	Region (%)	Diagnostic			41.67%	12				Diagnostic
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9	Region (number)	= 0 Defects								
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9	Region (number)	= 0 Defects								
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9	Region (number)	= 0 Defects								
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%								
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days								
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.85%	225,057				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	488,596				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.98%	225,098				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	488,596				YES
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.70	22	0.70	22				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.06	27	0.06	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	3.89	25	3.77	25				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			100.00%	1,194				YES
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			100.00%	939				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			99.64%	557				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	81				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Network Outage Notification									
	Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	0	0	0	0				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			92.41%	421,483				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			92.41%	421,483				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			92.25%	156,734				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			80.65%	4,552				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			92.71%	260,197				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			84.98%	458,344				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			84.98%	458,344				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			85.16%	169,783				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			56.88%	6,454				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			85.51%	282,107				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			86.53%	13,004				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			86.53%	13,004				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			100.00%	1				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			99.89%	925				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%	16				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	381.65	5,918,398	12.02	44,495				YES
	General - Maintenance Center										
	Average Answer Time										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.5.1	M&R-6	Region (seconds)	Parity w Retail	49.96	2,237,132	25.91	97,289				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			3.35					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			88.10%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			3.96					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			89.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			1.48	2,113				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			94.03%	257,722				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,113				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.82%	3,412	100.00%	29,439		0.00076	-2.3208	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	98.31%	42,021	99.79%	709,247,446		0.00063	-23.5693	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.05%	42,021	99.96%	709,247,446		0.00047	-19.2671	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.49	42,021	2.07	709,247,446				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	81.10%	$6,903,797	88.89%	$159,576		0.00228	-34.1381	YES

BellSouth Monthly State Summary
Tennessee, October 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.9.5.2	B-7	UNE/TN (%)	>= 90%			98.27%	$199,631				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			99.64%	$4,064				YES
		Non-Recurring Charge Completeness									
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	88.82%	$10,008,261	99.14%	$255,805		0.00189	-54.6992	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			99.02%	$416,479				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			80.33%	$56,514				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-3	TN (%)	>= 95% w in 30 days			100.00%	1				YES
		% Change Management Documentation (Defects, Corrections, etc.) Sent On Time									
F.10.4	CM-3	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%	20				YES
		% Software Errors Corrected within 10 Business Days									
F.10.7	CM-6	Region (%)	>= 95% w in 10 days								
		% Software Errors Corrected within 30 Business Days									
F.10.8	CM-6	Region (%)	>= 95% w in 30 days								
		% Software Errors Corrected within 45 Business Days									
F.10.9	CM-6	Region (%)	>= 95% w in 45 days			100.00%	3				YES
		% Change Requests Accepted or Rejected within 10 Business Days									
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	12				YES
		% Change Requests Rejected Within The Reporting Period									
F.10.11	CM-8	Region (%)	Diagnostic			41.67%	12				Diagnostic
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented									
F.10.12	CM-9	Region (number)	= 0 Defects								
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented									
F.10.13	CM-9	Region (number)	= 0 Defects								

BellSouth Monthly State Summary
Tennessee, October 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9	Region (number)	= 0 Defects								
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%								
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days								
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.85%	225,057				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	488,596				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.98%	225,098				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	488,596				YES
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.70	22	0.70	22				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.06	27	0.06	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	3.89	25	3.77	25				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			100.00%	1,194				YES

BellSouth Monthly State Summary

Tennessee, October 2002

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			100.00%	939				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			99.64%	557				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	81				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	0	0	0	0				YES

REQUEST: In the response to the data request, dated November 8, 2002, BellSouth stated that all SEEMs payments are made on the fifteenth of the second month following the reporting month and that Tier II payments are due only after three months of certain failures in accordance with the terms of the SEEMs plan. Furthermore, per the data request, dated October 22, 2002, a monthly statement was to be provided to the Authority detailing any and all Tier I and Tier II SEEM payments.

RESPONSE: All payment information for Tier I and Tier II SEEM payments is available at BellSouth's PMAP website http://pmap.bellsouth.com/default.aspx. The SEEM payment information is contained in the PARIS folder for individual CLEC, State Aggregate and Tier II.

REQUEST: On 11/13/02 The Authority received a check number 2-06859872/9 for $15,000.00. The check was made payable to the Authority and signed by BellSouth, no explanation accompanied the check. Then on December 16, 2002, the Authority received an email from Ann Tabor regarding Tier II payments. The email stated that a Tier II payment for October, 2002 activity in the amount of $95,845.00 was issued on December 13, 2002.

a) For both payments made to this Authority provide an explanation detailing the cause for the payment. Include whether the payments are Tier I or Tier II payments or in any other way associated with the Tennessee Performance Plan and if so, detail each measure which was missed with the corresponding amount paid. If the payments are not made in conjunction with the Tennessee Performance Plan explain the payment and include any calculations utilized to derive the payment.

b) For all Tier I and Tier II payments made by BellSouth since the inception of the Tennessee Interim Performance Plan and continuing monthly, to include the Tennessee Permanent Performance Plan, provide a detailed explanation of those payments including the name of each CLEC, if applicable, in receipt of payment, the amount paid and the corresponding metric that failed to meet the benchmark or parity measure.

RESPONSE:

a) Check number 2-06859872/9 for $15,000.00 was for Late/Incomplete Reports penalties for the reposting of the SQM reports for the August 2002 data month. Attached

RESPONSE: (continued)

to the check was an explanation of payment stating that the payment was for August 2002 Late/Incomplete SQM reports. A letter of explanation was also included with the check. Attachment 1 is a copy of the letter of explanation.

As the referenced email stated, the $95,845.00 is a Tier II payment for October, 2002. Attachment 2 is a copy of this email. At the time any payment is issued in conjunction with the Tennessee Performance Plan an email explanation will be provided by BellSouth to inform the Authority of the amount of the ACH credit and a summary explanation for the credit. Additionally, more detailed information is available for Staff review at the PMAP website.

b) A detailed explanation of all Tier I and Tier II payments made by BellSouth since the inception of the Tennessee Interim Performance Plan including the name of each CLEC, if applicable, in receipt of payment, the amount paid and the corresponding metric that failed to meet the benchmark or parity measure for the October 2002 data month is being filed under separate cover subject to the terms of the Protective Order entered in this proceeding. In accordance with the request of the Staff, this report will be provided to the Authority at the time SEEM payments are issued, subject to the terms of the Protective Order.

BELLSOUTH

BellSouth Telecommunications, Inc.
333 Commerce Street
Suite 2101
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

Guy M. Hicks
General Counsel

615 214 6301
Fax 615 214 7406

November 21, 2002

VIA HAND DELIVERY

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

Re: *Docket to Establish Generic Performance Measurements, Benchmarks and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Kyle:

Enclosed is a check from BellSouth in the amount of $15,000 representing the payment for Late/Incomplete Reports penalties for the reposting of the SQM reports for the August, 2002 data month. This payment is being made consistent with the Settlement Agreement in Docket No. 01-00193.

In the future, BellSouth respectfully requests that it be allowed to make any payments which may become due to the Authority under the Tennessee Performance Assurance Plan utilizing the Automated Clearing House (ACH) of the Federal Reserve System. Any such future payments would be paperless credits directly to the checking account specified by the Authority. At the time any credit is issued, an e-mail will be generated to specified persons as to the amount of the credit and the reason for the payment.

The following information is needed in order to complete the preliminary steps in setting up the Authority to receive ACH credits:

Bank Name and Address
Bank Routing/Transit Number

469796

Item 3
Attachment 1

Bank Checking Account Number
Name(s) and e-mail address(es) for notification of issuance of credit

Thank you for your assistance in this matter. If you have any questions or need additional information, please contact me.

Very truly yours,

Guy M. Hicks

GMH:ch

BELLSOUTH

Explanation of Payment
(Detach and retain for your records)

2-06859872/9

GROSS	DISCOUNT	NET	INVOICE/DESCRIPTION/FOR QUESTIONS CALL
15,000.00	0.00	15,000.00	TN-11112002
			AUG 02 LATE & INCOMP SQM RPTS
			DUNCAN,RICHARD CRAIG (404) 927-2172
		15,000.00	PAID TO TENNESSEE REGULATORY AUTHORITY
			ON NOV 13 2002

TO DETACH CHECK, FOLD AND TEAR ALONG PERFORATION

THE FACE OF THIS DOCUMENT IS MULTICOLORED WITH AN ARTIFICIAL WATERMARK ON THE BACK

2 0001932467

2-06859872/9

BELLSOUTH

Date: 11/13/02

64-79
611

Pay *15,000 DOLLARS AND 00 CENTS

PAY ONLY 15000 00 CTS CTS

To The Order Of
TENNESSEE REGULATORY AUTHORITY
ATTN MARCIA GIVENS
PO BOX 198709
NASHVILLE, TN 37219-8709

VOID AFTER 180 DAYS

SUNTRUST
SunTrust Bank, Atlanta or
SunTrust Bank, Northwest Georgia, N.A.

Authorized Signature

⑈068598729⑈ ⑆061100790⑆ 8800620018⑈

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

From: Tabor, Ann
Sent: Monday, December 16, 2002 11:53 AM
To: Carsie Mundy (E-mail); Darlene Standley (E-mail); Guy Hicks (E-mail); Jeff Fox (E-mail); Jerry Jones (E-mail); Laura Foreman (E-mail); Shirley Clinard (E-mail)
Cc: Bernadette Gorman (E-mail); Craig Duncan (E-mail); Dotson, Scott ; Julie Rhoades (E-mail); Rebecca Webber (E-mail); Sheila Hawkins (E-mail)
Subject: Tennessee Regulatory Authority Tier II Payment

A Tennessee Regulatory Authority Tier II payment for October, 2002 activity was issued December 13, 2002, for $95,845.00. This payment was issued to the account specified by the authority via ACH processing.

If you require any additional information, please contact me.

Ann

Ann Tabor
BellSouth Local Interconnection Service Center
205-714-0168
ann.tabor@bellsouth.com

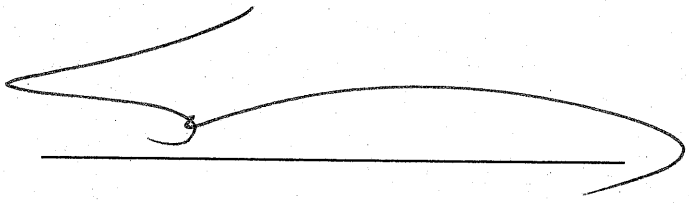
Tabor, Ann.vcf

Item 3
Attachment 2

CERTIFICATE OF SERVICE

I hereby certify that on January 6, 2003, a copy of the foregoing document was served on the following parties, via the method indicated:

[ ] Hand [✓] Mail [ ] Facsimile [ ] Overnight	Michael Hopkins, Esquire McKenna & Cuneo 1900 K Street, NW Washington, DC 20006
[ ] Hand [✓] Mail [ ] Facsimile [ ] Overnight	Henry Walker, Esquire Boult, Cummings, et al. P. O. Box 198062 Nashville, TN 37219-8062
[ ] Hand [✓] Mail [ ] Facsimile [ ] Overnight	Jon E. Hastings, Esquire Boult, Cummings, et al. P. O. Box 198062 Nashville, TN 37219-8062
[ ] Hand [✓] Mail [ ] Facsimile [ ] Overnight	Charles B. Welch, Esquire Farris, Mathews, et al. 618 Church St., #300 Nashville, TN 37219
[ ] Hand [✓] Mail [ ] Facsimile [ ] Overnight	Dana Shaffer, Esquire XO Communications, Inc. 105 Malloy Street Nashville, TN 37201



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