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REGULATORY AUTH.
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OFFICE OF THE
EXECUTIVE SECRETARY

BELLSOUTH

BellSouth Telecommunications, Inc.
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October 22, 2001

VIA HAND DELIVERY

RECEIVED
MELVIN MALONE
OCT 22 2001
TN REGULATORY AUTHORITY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Docket to Determine the Compliance of BellSouth Telecommunications, Inc.'s Operations Support Systems with State and Federal Regulations*
Docket No. 01-00362

Dear Mr. Waddell:

Enclosed are five paper copies and one CD version of the pre-filed Direct Testimony and Exhibits of the following witnesses:

Ken Ainsworth	Alphonso Varner
Alfred Heartley	Ronald Pate
Milton McElroy	David Scollard

CD versions of the attached testimony and exhibits have been provided to counsel of record.

~~Very~~ truly yours,

Guy M. Hicks

GMH:ch
Enclosure

416701

BELLSOUTH TELECOMMUNICATIONS, INC.

DIRECT TESTIMONY OF ALPHONSO J. VARNER

BEFORE THE TENNESSEE REGULATORY AUTHORITY

DOCKET NO. 01-00362

JULY 22, 2001

I. INTRODUCTION AND ORGANIZATION OF TESTIMONY

Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC.

A. My name is Alphonso J. Varner. I am employed by BellSouth Telecommunications Inc. ("BellSouth"), as Senior Director in Interconnection Services. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I graduated from Florida State University in 1972 with a Bachelor of Engineering Science degree in systems design engineering. I immediately joined Southern Bell in the division of revenues organization with the responsibility for preparation of all Florida investment separations studies for division of revenues and for reviewing interstate settlements.

Subsequently, I accepted an assignment in the rates and tariffs organization with responsibilities for administering selected rates and tariffs including preparation of tariff filings. In January 1994, I was appointed Senior Director of Pricing for the nine-state region. I was named Senior Director for Regulatory Policy and Planning in August 1994. In April 1997, I was named Senior Director of Regulatory for the nine-state BellSouth region. I accepted my current position in March 2001.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. The purpose of my testimony is to provide the Tennessee Regulatory Authority (the "Authority") with BellSouth's performance measurements service results for the months of May, June and July using Tennessee data, attached as Exhibit AJV-2. This data will provide the Authority with evidence of BellSouth's commercial readiness to handle current demand and reasonably foreseeable future volumes. BellSouth has utilized the Service Quality Measurements (SQM) set forth by the Georgia Public Service Commission in its Order in Docket 7892-U, dated January 12, 2001, to provide the monthly performance results. This SQM is attached as Exhibit AJV-1. Before presenting the performance measurements data, I will describe how performance measurement data are collected and reported. We are including this information on data collection and reporting to provide a context for understanding both the complex nature of this process and the level of resources that BellSouth has committed to ensure commercial readiness.

Q. WHY IS IT IMPORTANT THAT BELLSOUTH SHOW COMMERCIAL READINESS?

A. The FCC has clearly articulated the principle that nondiscriminatory access to an Incumbent LEC's OSS is a prerequisite to the unfettered growth and development of meaningful local competition. A two-step approach is applied to determine if this nondiscrimination standard is met. The first step is to determine "whether the BOC has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions and whether the BOC is adequately assisting competing carriers to understand how to implement and use all of the OSS functions available to them."[1] The next step is to determine "whether the OSS functions that the BOC has deployed are operationally ready, as a practical matter."[2]

Q. WHAT DOES THE FCC USE AS THE BASIS FOR DETERMINING OPERATIONAL READINESS?

A. The FCC states "the most probative evidence that OSS functions are operationally ready is actual commercial usage. Absent sufficient and reliable data on commercial usage, the Commission will consider the results of carrier-to-carrier testing, independent third-party testing, and internal testing in assessing the commercial readiness of a BOC's OSS."[3]

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[1] *Bell Atlantic New York Order*, 15 FCC Rcd at 3992, para. 87.
[2] *Id*. at 3992, para. 88.
[3] *Id.* at 3993, para. 89.

Q. HAS BELLSOUTH DEPLOYED THE SYSTEMS AND PERSONNEL NECESSARY TO PROVIDE CLECS WITH SUFFICIENT ACCESS TO OSS FUNCTIONS?

A. Yes. BellSouth has committed substantial resources to providing CLECs with nondiscriminatory access to BellSouth's OSS. BellSouth's data collection and reporting process allows examination of performance measurements by the FCC, state public service commissions and CLECs.

Q. HOW IS DATA FOR BELLSOUTH'S SQM COLLECTED AND HOW ARE THE RESULTS REPORTED?

A. BellSouth has been involved in developing an SQM for several years as a result of work being done in states such as Louisiana and Georgia. In connection with the development of the SQM, in early 1998, BellSouth began designing a system that could be used to collect, process, and report performance data to correspond to the performance measurements reflected in the SQMs. This system is called BellSouth's Performance Measurement and Analysis Platform (PMAP). PMAP was fully deployed in March 1999, and it has since been continually enhanced.

Importantly, PMAP is designed to work with BellSouth's SQM structure. Additions or modifications to BellSouth's SQM require corresponding enhancements and changes to PMAP. As other states have given BellSouth direction regarding the appropriate SQM to use, BellSouth's data collection

process has been adapted to those measures. BellSouth's collection process can be modified to collect additional (or different) data, but each change requires varying levels of modifications to PMAP. Consequently, the practical effect of adding a significant number of sub-metrics must be considered and weighed in terms of the data collection problems against the incremental benefit the additional sub-metrics would provide.

Q. HAS BELLSOUTH'S WORK IN DEVELOPING PMAP BEEN RECOGNIZED BY ANY INDEPENDENT ENTITIES?

A. Yes. PMAP is recognized as a leading data collection and reporting system. It was nominated for the 2000 Computerworld Smithsonian Award, which recognizes outstanding accomplishments in the computing field. The following language was cited in the nomination of PMAP for this award: "BellSouth's PMAP data warehouse represents an extraordinary accomplishment in transferring legacy system data elements into meaningful performance measurement information for its wholesale customers and regulators. BellSouth sets the industry standard for performance measurement data management."

BellSouth has made a tremendous commitment to PMAP. Currently, there are in excess of 200 full-time personnel dedicated exclusively to the PMAP system, which includes development, maintenance, testing, etc. BellSouth continues to augment this work group, as necessary.

The PMAP system is extremely complex. This complexity is created by the sheer size of the database, multiple data sources feeding PMAP and the programming necessary to produce measurement reports.

Q. CAN YOU DESCRIBE THE SIZE OF THE DATABASE?

A. Yes. For example, for the March 2001 production cycle, which produced data for February 2001 performance, 86 million records composing 110 Gigabytes of data had to be transported and processed. To put this in perspective, one page of my testimony would require about 2 Kilobytes of storage. PMAP, therefore, processes the equivalent of 55 million pages each month. In other words, considering that a typical case of copy paper contains 8 packages of 500 sheets each, totaling 40,000 sheets, PMAP processes approximately the equivalent of 1,375 cases of paper each month.

In addition to monthly processing, data must be stored for multiple months in the PMAP database. The current PMAP database is approximately 2.5 Terabytes in size. This translates to 1.25 billion pages of text documents or the equivalent of 31,250 cases of paper. To put this into perspective, a 1999 study by Sarnoff Corporation on behalf of the US government put the size of the entire Internet in 1999 at approximately 3 Terabytes (http://*www.wavexpress.com/faq.html*). Obviously because of the already enormous size of the database, the addition of any new reporting requirements must be carefully evaluated to insure that they provide real value.

Lastly, and most importantly, BellSouth's performance measurements have nearly exhausted the capability of the existing PMAP system. As a result, BellSouth is implementing a next generation PMAP platform, PMAP-NG, which is currently in development. When implemented, PMAP-NG will start processing the data on a daily basis as opposed to taking a snapshot of all the data once a month and then processing that data over a two-week period, which is what PMAP does currently. Consequently, BellSouth estimates that PMAP-NG will process 1,250 million records composing over 400 Gigabytes of data and the PMAP-NG database is estimated to be 4.5 Terabytes in size.

Q. IS PMAP CURRENTLY BEING USED TO PROVIDE PERFORMANCE REPORTS TO CLECS?

A. Yes, currently, PMAP is used to generate performance reports based on measurements that are included in earlier SQMs adopted in other states. These reports are available to CLECs across BellSouth's region. PMAP is used to maintain the raw data files necessary to generate such reports. Reports are produced on a CLEC-specific and CLEC-aggregate basis for each BellSouth state and on a regional basis, with applicable information concerning BellSouth's retail performance. The raw data maintained in PMAP is CLEC-specific and allows each CLEC to drill down to the individual service order or the individual trouble ticket. Each CLEC can download its raw data file and create a spreadsheet to assess its performance data.

Q. PLEASE DESCRIBE THE COMPLEXITY OF SOME OF THE PROCESSES FOR ACCUMULATING DATA IN PMAP.

A. PMAP data feeds come from many disparate information systems that use different operation platforms, data structures, and identifier codes. Moving the data from one database to another is not a straightforward task. For example, the data structures for one database may use a “day-month-year” format while another uses a “month-day-year” format. If there are 5 million records that must be moved from one database to the other, every one of the records must have its date structure changed before it is read into the other database. Similarly, if a record’s time stamp in one system uses a time stamp that goes down to milliseconds, while another uses hundredths of a second, the timestamp must be converted to a common format before moving it into the new database. In PMAP, multiple checks such as these must be performed on all 86 million records before the data can be transported into the PMAP database.

In addition, many performance reports require correlating bits and pieces of data from different groups and their associated systems within BellSouth. As an example, consider the work groups that perform the functions of Ordering, Provisioning, and Maintenance and Repair. Data that is important to the Ordering group may be largely irrelevant to the Provisioning and the Maintenance and Repair groups. An example is the time stamp on the receipt of the Local Service Request (LSR) and the completion date on the Service Order.

The LSR receipt time stamp is a key piece of information for the Ordering group since this group is measured on Firm Order Confirmation intervals and this measurement depends on the time the LSR is received. The LSR time stamp is not meaningful to the Provisioning Group and it is not relevant to one of the major systems used by the Provisioning Group, the SOCS. This is because the Provisioning Group and SOCS operate on a Service Order, not an LSR. Conversely, the Service Order completion date (date when service is installed) is not captured by the systems of the Ordering Group. Yet, both the LSR receipt time stamp and the Service Order Completion data are required for the measurement of Total Service Order Cycle Time.

Complication arises from the need to properly identify and extract these key bits and pieces of data from each system and associate them so that the correct information can be provided. As an example, the identification of a certain type of product might require the extraction of characters 89-93 out of a 110-character Provisioning code and cross-referencing it against characters 20-22 of a 40-character Ordering code before the final product identification can be made. These are but a few of the ever-increasing list of complexities associated with accumulating data for PMAP.

Q. HAS THE AUTHORITY PREVIOUSLY ADDRESSED THE ISSUE OF PERFORMANCE MEASUREMENTS?

A. Yes. The Authority has addressed the issue of performance measurements in the context of several interconnection agreement arbitrations, most notably the

arbitration between ITC^DeltaCom and BellSouth. More importantly, the issue of permanent performance measurements is currently under consideration by the Authority in Docket 01-00193 (Generic Performance Measurements Docket). As no final decision has been reached in that proceeding, and even after a final decision is reached it would take BellSouth time to implement the terms of that decision, BellSouth has provided data based on an existing SQM.

Q. PLEASE BRIEFLY DESCRIBE THE SQM THAT IS THE BASIS FOR THE PERFORMANCE DATA THAT YOU ARE REPORTING.

A. As mentioned previously, BellSouth has utilized the SQM set forth by the GPSC in its Order in Docket 7892-U, dated January 12, 2001, to present the monthly performance results for Tennessee. BellSouth's SQM document, attached as AJV-1, is a comprehensive and detailed description of performance measurements that are calculated to evaluate the quality of service delivered to BellSouth's customers, both wholesale and retail.

The SQM is divided into eleven (11) measurement categories, each one representing a different group of measurements relating to a specific area of BellSouth's service performance for CLECs. For instance, Section 1 contains six (6) distinct measurements dealing with access to Operations Support Systems for both pre-ordering and maintenance & repair and loop makeup. Section 2 contains fifteen (15) measurements specifically directed at all phases of the ordering process. Another section deals with provisioning, and so forth. The end result is eleven measurement categories totaling 75 measurements. When

these measurements are produced as BellSouth has proposed, there are approximately 2,200 sub-metrics reflecting the performance provided to CLECs by BellSouth.

In addition, there are three (3) appendices, A-C. Appendix A, Reporting Scope, provides service groupings by categories, i.e., service order activity type, pre-ordering query type, maintenance query type, etc. Appendix B, Glossary of Acronyms and Terms, is just that, a glossary that provides definitions for the most commonly used acronyms and terms found throughout the document. Finally, Appendix C, BellSouth Audit Policy, sets forth BellSouth's audit policy for both internal and external audits of performance measurements.

Q. ARE THERE ANY MEASURES THAT BELLSOUTH BELIEVES ARE NOT RELIABLE AND THEREFORE DOES NOT RELY ON IN SHOWING OPERATIONAL READINESS?

A. Yes. Although the data filed in this proceeding are reliable, they are not perfect. In particular, there are three performance measurements that BellSouth acknowledges are unreliable and that BellSouth does not rely upon in establishing compliance with the requirements of Section 271. These measures are FOC and Reject Completeness, Average Jeopardy Notice Interval, and LNP Average Disconnect Timeliness. While these measurements are included in the MSS data, attached to this testimony as Exhibit AJV-2, and in the total number of measurements calculations, they are excluded from the "Made/Total" percentage calculations. I will discuss each of these three measurements below.

Q. WHY IS THE FOC AND REJECT RESPONSE COMPLETENESS MEASURE UNRELIABLE?

A. FOC & Reject Response Completeness is a complex new metric designed to indicate the percentage of CLEC service requests for which BellSouth generates and delivers a response in the form of either a reject (or clarification) or firm order confirmation. BellSouth first began reporting results for this metric in Georgia with the March data month. While BellSouth has resolved a number of significant data capturing issues associated with this metric, e.g., failure to count auto clarifications, some other small known discrepancies remain under investigation. For mechanized LSRs, this measure understates BellSouth's performance and cannot be relied upon to assess BellSouth's performance. For partially mechanized LSRs, the coding is incorrect and produces inaccurate results. Changes were made in August data for the items currently in PMAP. Items being furnished from BARNEY will be updated with September data.

Importantly, our investigation of this measure has not indicated any cases where orders or their responses have actually been lost. Further, the KPMG third-party test did not identify any cases where orders or their responses were lost. Even AT&T, which is the only critic of this measure, does not allege that its orders are being lost. Affidavit of Sharon E. Norris, Docket 6863 ¶ 24 (filed June 5, 2001) (pointing to "missing data," but not alleging that BellSouth is losing AT&T's orders).

Q. WHAT DOES BELLSOUTH VIEW AS THE PROBLEM WITH THE AVERAGE JEOPARDY NOTICE INTERVAL MEASUREMENT?

A. Currently, the Average Jeopardy Notice Interval is being calculated accurately as the difference between the date/time that the jeopardy notice is issued and the date/time of order completion. BellSouth consistently meets the performance standard for this measurement; however, this calculation does not provide a meaningful measure. The CLEC needs to know in advance of the original due date whether an order is in jeopardy and the measure should reflect that interval. To capture the relevant interval, the "stop" timestamp for this metric should be the date/time of the originally scheduled due date on the service order. In basic terms, the interval should be based on the original commitment due date, not on the final order completion date. BellSouth is on target to implement the legacy system data feeds and SQM programming changes required to change the calculation of this metric in the October 2001 timeframe. Until that change is made, the Authority should use BellSouth's performance on Missed Installations Appointments to gauge BellSouth's performance in this area. A Jeopardy is simply an early warning to the CLEC of the potential to miss an installation appointment due to facility shortage. The significant customer-impacting event is whether the appointment was met.

Q. PLEASE DESCRIBE THE PROBLEM SURROUNDING THE LNP AVERAGE DISCONNECT TIMELINESS MEASURE.

A. The LNP Average Disconnect Timeliness measurement does not accurately capture the end user experience when the telephone number is ported and includes activities in the porting process over which BellSouth has no control.

On a great majority (generally over 90%) of LNP orders, BellSouth sets what is referred to as a “trigger” in conjunction with processing the service request. This trigger order results in the provisioning of a line-level USOC for the soon-to-be-ported end user line(s) in the BellSouth host switch. The USOC forces a database query to one of BellSouth’s Service Control Points (SCPs) for a local routing number (LRN) on all incoming intra-switch calls. Prior to the conversion, the database query will return an LRN that will continue to route intra-switch calls to the original end user line on the BellSouth switch. Following conversion, the SCP database query will return a new LRN forcing the former BellSouth host switch to route these incoming intra-switch calls to the new CLEC host switch. Maintaining the end user’s ability to receive intra-switch calls during the conversion process is not dependent upon BellSouth issuing or completing a disconnect order, and outgoing calls should not be impacted as part of normal number porting activities (unless the CLEC incorrectly provisions its switch translations or routing numbers).

Likewise, end users being ported to a CLEC via a trigger-based order will also maintain the ability to receive calls from customers served by other (non-host) switches, independent of BellSouth’s completion of the disconnect order. In BellSouth’s network, all switch-to-switch call routing instructions are retrieved via an SCP database query by the originating (calling party host) switch. Prior to

the conversion, the database query will return an LRN that will continue to route calls to the original end user line on the host BellSouth switch. Following conversion, the SCP database query will return a new LRN that will effectively re-route these incoming intra-switch calls to the new CLEC host switch. Once again, outgoing switch-to-switch calls should not be impacted as part of the normal trigger-based number porting process.

Under the LNP Average Disconnect Timeliness measure, the importance of triggers and their effect on the LNP process was not recognized, even though such orders typically account for over 90% of LNP orders. Rather, the measure included the interval from BellSouth's receipt of the NPAC "activate" message to the completion of the disconnect order in the host switch, even though, from an end user's perspective, the disconnect activity is meaningless. For trigger orders, it is the activation of the new LRN in BellSouth's network that ultimately determines how quickly the end user is back in full service and able to make and receive calls. Furthermore, the GPSC set a benchmark for this measure – 95% within 15 minutes – that is unobtainable.

Because of the problems with this measure, BellSouth filed a motion with the GPSC requesting that the LNP Average Disconnect Timeliness measure be modified. At its Administrative Session on August 7, 2001, the GPSC granted BellSouth's motion, in part, and directed that BellSouth report results for a modified form of the existing metric, as well as for three new metrics (two directly from the SBC-Texas SQM), beginning with June data. The new measures BellSouth will report are as follows:

- Percent Out of Service < 60 Minutes (SBC-TX PM101)
- Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date (SBC-TX PM97)
- LNP Average Disconnect Timeliness (excluding trigger-based orders)

The Georgia Public Service Commission will review the results published for each of these new metrics with BellSouth and the CLECs in an upcoming SQM CLEC Workshop and issue a decision on the appropriate metrics to carry forward. The Louisiana Commission already ordered BellSouth to report both SBC metrics, but does not provide for the exclusion of trigger-based orders on the LNP Average Disconnect Timeliness metric.

Q. NOW THAT YOU HAVE DESCRIBED HOW BELLSOUTH'S PERFORMANCE MEASUREMENT RESULTS ARE COLLECTED AND REPORTED, THE SQM THAT IS THE BASIS FOR THE DATA YOU ARE REPORTING, AND MEASURES THAT BELLSOUTH DOES NOT RELY ON TO SHOW OPERATIONAL READINESS, WILL YOU BRIEFLY SUMMARIZE THE TENNESSEE RESULTS FOR MAY THROUGH JULY?

A. Certainly. In May 2001, BellSouth met or exceeded the recommended benchmarks or retail analogue comparisons for 409 of the 489 sub-metrics (84%) for which there was CLEC activity. In June 2001, BellSouth met or exceeded the criteria for 430 of 513 sub-metrics (84%). In July 2001, BellSouth met or exceeded the recommended benchmarks or retail analogue comparisons for 476 of 562 sub-metrics (85%). For those measures that BellSouth did not

meet benchmarks or retail analogue comparisons, my Exhibit AJV-2 demonstrates that there are no systemic performance problems.

During the three-month period, May through July 2001, there were a total of 403 sub-metrics that had CLEC activity for all three months and that were compared with either benchmarks or retail analogues. Of these 403 sub-metrics, 344 (85%) sub-metrics satisfied the comparison criteria during at least two of the three months.

Q. DOES THE DATA INCLUDED AS PART OF THIS TESTIMONY PROVIDE THE AUTHORITY WITH EVIDENCE OF BELLSOUTH'S OPERATIONAL READINESS?

A. Yes. Based on the foregoing summary of BellSouth's performance results for May through July, and the details contained in Exhibit AJV-2, BellSouth believes that the Authority has more than sufficient evidence to show that BellSouth is handling current CLEC demand in a nondiscriminatory basis, and will be able to handle reasonably foreseeable future volumes in a nondiscriminatory basis as well. Satisfaction of these criteria is consistent with the FCC standard for operational readiness.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes

AFFIDAVIT

STATE OF: Georgia
COUNTY OF: Fulton

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Alphonso J. Varner – Senior Director – Interconnection Services, BellSouth Telecommunications Inc., who, being by me first duly sworn deposed and said that:

He is appearing as a witness before the Tennessee Regulatory Authority in Docket No. 01-00362 on behalf of BellSouth Telecommunications, Inc., and if present before the Authority and duly sworn, his testimony would be set forth in the annexed testimony consisting of 18 pages and 2 exhibit(s).

Alphonso J. Varner

Sworn to and subscribed
before me on October 22, 2001

NOTARY PUBLIC

Notary Public, Cobb County, Georgia
My Commission Expires June 19, 2005

ATTACHMENT 1

BellSouth Monthly State Summary

Tennessee, May 2001

			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			10.80%	16,497				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic			22.89%	332				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)	Diagnostic			0.00%	1				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			52.48%	2,597				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic			44.86%	214				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic			40.00%	5				Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN (%)	Diagnostic			40.40%	99				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic			35.84%	173				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic			45.31%	64				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic			50.00%	6				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic			34.15%	41				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr			90.79%	1,781				NO
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr			94.74%	76				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 - 24 hours										
A.1.5.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.5.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.5.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.5.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.5.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
A.1.5.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
	Reject Interval - Partially Mechanized - 18 hours										
A.1.6.1	O-8	Residence/TN (%)	>= 85% w in 18 hrs			99.05%	1,363				YES
A.1.6.2	O-8	Business/TN (%)	>= 85% w in 18 hrs			95.83%	96				YES
A.1.6.3	O-8	Design (Specials)/TN (%)	>= 85% w in 18 hrs			100.00%	2				YES
A.1.6.4	O-8	PBX/TN (%)	>= 85% w in 18 hrs								
A.1.6.5	O-8	Centrex/TN (%)	>= 85% w in 18 hrs								
A.1.6.6	O-8	ISDN/TN (%)	>= 85% w in 18 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs			95.00%	40				YES
A.1.8.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			95.16%	62				YES
A.1.8.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			86.21%	29				YES
A.1.8.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs								
A.1.8.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs			85.71%	14				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN (%)	>= 95% w in 3 hrs			98.52%	14,475				YES

BellSouth Monthly State Summary

Tennessee, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.2	O-9	Business/TN (%)	>= 95% w in 3 hrs			100.00%	205				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										
A.1.10.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.2	O-9	Business/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
	FOC Timeliness - Partially Mechanized - 18 hours										
A.1.11.1	O-9	Residence/TN (%)	>= 85% w in 18 hrs			95.97%	1,463				YES
A.1.11.2	O-9	Business/TN (%)	>= 85% w in 18 hrs			93.57%	140				YES
A.1.11.3	O-9	Design (Specials)/TN (%)	>= 85% w in 18 hrs			66.67%	3				NO
A.1.11.4	O-9	PBX/TN (%)	>= 85% w in 18 hrs								
A.1.11.5	O-9	Centrex/TN (%)	>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/TN (%)	>= 85% w in 18 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			100.00%	69				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			99.09%	110				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			94.12%	17				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			100.00%	19				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11	Residence/TN (%)	>= 95%			98.51%	16,497				YES
A.1.14.2	O-11	Business/TN (%)	>= 95%			84.64%	332				NO
A.1.14.3	O-11	Design (Specials)/TN (%)	>= 95%			0.00%	1				NO
A.1.14.4	O-11	PBX/TN (%)	>= 95%								
A.1.14.5	O-11	Centrex/TN (%)	>= 95%								
A.1.14.6	O-11	ISDN/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11	Residence/TN (%)	>= 95%			100.00%	2,597				YES
A.1.15.2	O-11	Business/TN (%)	>= 95%			100.00%	214				YES
A.1.15.3	O-11	Design (Specials)/TN (%)	>= 95%			100.00%	5				YES
A.1.15.4	O-11	PBX/TN (%)	>= 95%								
A.1.15.5	O-11	Centrex/TN (%)	>= 95%								
A.1.15.6	O-11	ISDN/TN (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN (%)	>= 95%			98.33%	120				YES
A.1.16.2	O-11	Business/TN (%)	>= 95%			93.49%	215				NO
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			84.85%	66				NO
A.1.16.4	O-11	PBX/TN (%)	>= 95%			100.00%	6				YES
A.1.16.5	O-11	Centrex/TN (%)	>= 95%								
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			95.24%	42				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11	Residence/TN (%)	>= 95%			100.00%	16,252				YES
A.1.17.2	O-11	Business/TN (%)	>= 95%			100.00%	281				YES
A.1.17.3	O-11	Design (Specials)/TN (%)	>= 95%								
A.1.17.4	O-11	PBX/TN (%)	>= 95%								
A.1.17.5	O-11	Centrex/TN (%)	>= 95%								
A.1.17.6	O-11	ISDN/TN (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1	O-11	Residence/TN (%)	>= 95%			94.49%	2,597				NO
A.1.18.2	O-11	Business/TN (%)	>= 95%			90.19%	214				NO
A.1.18.3	O-11	Design (Specials)/TN (%)	>= 95%			80.00%	5				NO
A.1.18.4	O-11	PBX/TN (%)	>= 95%								
A.1.18.5	O-11	Centrex/TN (%)	>= 95%								
A.1.18.6	O-11	ISDN/TN (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/TN (%)	>= 95%			92.37%	118				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			89.05%	201				NO
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			89.29%	56				NO
A.1.19.4	O-11	PBX/TN (%)	>= 95%			83.33%	6				NO
A.1.19.5	O-11	Centrex/TN (%)	>= 95%								
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			97.50%	40				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	6.86	13,445	5.81	416	5.897	0.29358	3.5808	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	1.04	246,712	1.09	11,327	1.578	0.01516	-3.1844	NO
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	6.00	8			1.366			
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	4.24	8,760	3.08	86	11.216	1.21540	0.9544	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.30	14,775	1.61	294	5.067	0.29846	-1.0471	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	13.30	71	9.20	5	13.295	6.15164	0.6658	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	3.66	41			7.297			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	28.58	1,580			53.093			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	12.90	44	5.11	3	12.818	7.64837	1.0185	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	89.00	1			0.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	11.71	58			11.725			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	2.46	239	6.71	7	3.685	1.41297	-3.0069	NO
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	2.12	32			2.919			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	7.24	224			10.280			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	1.71	777	5.33	3	3.341	1.93253	-1.8773	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	8.00	17			3.668			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	5.05	52			10.592			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	56.33	685	11.00	3	71.528	41.38698	1.0954	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	2.62	474	6.87	15	6.694	1.75539	-2.4172	NO
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN								
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	10.48	151	4.00	4	14.582	7.38699	0.8768	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)	Res								
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	Res	8.00	5			13.454			
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)	Res								
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)	Res								
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)	Res								
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	9.28	29	18.00	1	7.545	7.67378	-1.1369	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)	Bus								
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	Bus	13.00	6			13.871			
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	Bus								
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	Bus								
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	Bus								
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	Design								
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design								
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	142.44	9			130.857			
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)	Design								

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A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX								
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX								
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX								
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX								
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX								
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX								
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	7.00	1			0.000			
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex								
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex								
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex								
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex								
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex								
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	37.36	11			33.963			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN								
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	95.80	5			121.424			
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN								
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN								
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN								
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN (%)	Res	0.58%	275,027	0.34%	12,002		0.00071	3.3209	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.96%	24,206	0.97%	413		0.00688	1.4393	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	30.60%	1,948	0.00%	2		0.32601	0.9385	YES
A.2.4.4	P-2	PBX/TN (%)	PBX	3.67%	354	0.00%	4		0.09457	0.3883	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	2.46%	1,096						
A.2.4.6	P-2	ISDN/TN (%)	ISDN	9.59%	1,398	0.00%	4		0.14740	0.6503	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			1.20%	167				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	82				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			33.33%	3				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			6.67%	15				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			196.68	41				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs			300.00	4				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic			228.00	2				Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			264.00	1				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic			144.00	1				Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			312.00	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			92.31%	39				NO
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs			100.00%	3				YES
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs								

% Jeopardy Notice >= 48 hours - Non-Mechanized

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A.2.10.1	P-2	Residence/TN (%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/TN (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	7.54%	15,932	3.57%	448		0.01265	3.1403	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.04%	258,502	0.05%	11,771		0.00018	-0.7619	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	7.69%	13						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	Bus	2.69%	9,039	3.28%	122		0.01474	-0.4004	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.30%	14,861	0.82%	364		0.00291	-1.7886	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	4.65%	86	40.00%	5		0.09688	-3.6488	NO
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	43						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	4.10%	1,584						
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	2.27%	44	0.00%	3		0.08893	0.2556	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)	PBX	4.84%	62						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.80%	250	0.00%	7		0.03414	0.2343	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	36						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	3.40%	235						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.13%	783	0.00%	4		0.01790	0.0713	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	0.00%	17						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	52						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	5.48%	694	0.00%	3		0.13163	0.4160	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	1.04%	480	0.00%	17		0.02506	0.4157	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN								
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	7.76%	17,787	7.55%	437		0.01296	0.1641	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.02%	258,791	3.57%	10,010		0.00174	-3.1405	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	6.25%	16	0.00%	1		0.24951	0.2505	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	Bus	2.83%	11,206	4.42%	181		0.01242	-1.2808	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	2.62%	17,090	2.19%	1,096		0.00498	0.8670	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	11.27%	71	0.00%	3		0.18637	0.6046	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	20	0.00%	2		0.00000		YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	2.29%	2,791	0.00%	46		0.02225	1.0306	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	111	0.00%	7		0.00000		YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	1.72%	58	0.00%	3		0.07707	0.2237	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	1.27%	237	10.00%	10		0.03609	-2.4201	NO
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	15						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	27	0.00%	2		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	1.69%	237						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	1.72%	524	0.00%	1		0.13005	0.1321	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	0.00%	12						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	39						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	0.00%	322	0.00%	4		0.00000		YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	948	0.00%	9		0.00000		YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN								
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	0.93	11,292	1.41	384	7.804	0.40497	-1.1721	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	1.25	198,280	1.34	9,968	4.934	0.05064	-1.7365	NO
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.07	10			0.108			
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	10.78	3,385	7.34	101	195.950	19.78647	0.1738	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	2.15	9,493	5.91	181	14.851	1.11434	-3.3737	NO
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	1.72	56	7.26	6	4.320	1.85588	-2.9867	NO
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	1.98	23			1.935			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	171.97	1,117			804.297			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	23.21	15			53.599			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	175.20	1			0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	31.64	35			86.416			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	3.08	167			14.183			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	1.31	29			3.270			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	6.47	166			32.941			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	1.81	445			6.957			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.02	7			0.016			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.86	44			0.347			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	515.89	461			931.257			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	4.30	356	0.24	3	18.565	10.76334	0.3777	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN								
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			24.37	16				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			18.79	47				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			44.15	16				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			19.78	83				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								Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			64.06	2				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			18.08	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			14.00	4				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			98.92	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			44.28	12				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			6.19	311				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.05	9,866				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.49	44				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.11	77				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.00	1				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			5.23	53				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.38	1,038				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			4.41	21				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.45	68				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			13.33	3				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			9.67	3				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.05	21				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.30	49				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			5.09	11				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.39	78				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			10.50	2				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			14.67	3				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.67	3				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			22.00	3				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			12.73	11				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			6.19	302				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.05	3,140				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.37	42				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.29	62				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.00	1				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			5.20	51				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.41	863				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			4.41	21				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.55	52				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.50	2				Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			14.00	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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.51	19				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.57	43				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			4.89	9				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.53	73				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			10.50	2				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.00	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								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			8.67	3				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			22.00	3				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			13.10	10				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
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			97.30%	37				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			93.91%	115				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%								
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%			90.00%	20				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			94.17%	103				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	1				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	2				YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			75.00%	8				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	5.65%	42,127	4.65%	924		0.00768	1.2942	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	1.12%	23,249	0.73%	275		0.00638	0.6131	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	5.49%	6,680	6.82%	176		0.01740	-0.7610	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.60%	2,808	5.80%	69		0.01939	-1.6489	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	5.01%	1,556	0.00%	3		0.12611	0.3975	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	1.06%	1,599	0.00%	4		0.05134	0.2071	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	17.50%	40	0.00%	4		0.19926	0.8783	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	0.00%	25						
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	6.68%	449						
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	3.04%	263	0.00%	1		0.17206	0.1768	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	0.00%	5						
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	20.00%	5						
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.14%	1,973,001	2.43%	38,052		0.00076	-3.8754	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.18%	1,973,001	0.72%	38,052		0.00056	8.1104	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.36%	492,014	1.51%	11,673		0.00109	-1.3753	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.57%	492,014	0.59%	11,673		0.00071	-0.2882	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	0.42%	368,392	0.12%	2,497		0.00130	2.3160	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	0.43%	368,392	0.16%	2,497		0.00132	2.0701	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.06%	63,412	0.58%	687		0.00096	-5.3889	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.04%	63,412						
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.57%	78,386	0.00%	268		0.00463	1.2369	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.34%	78,386	0.37%	268		0.00354	-0.1061	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.02%	30,067	0.00%	363		0.00068	0.2442	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.02%	30,067						
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	22.89	42,127	20.81	924	19.065	0.63402	3.2834	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	9.69	23,249	5.42	275	12.911	0.78317	5.4572	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	9.23	6,680	9.04	176	12.073	0.92195	0.2047	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	5.05	2,808	4.58	69	7.333	0.89359	0.5219	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	7.37	1,556	4.74	3	19.807	11.44660	0.2295	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.93	1,599	1.70	4	17.447	8.73455	0.1406	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	11.15	40	17.85	4	10.171	5.33346	-1.2568	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	2.46	25			3.662			
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	10.54	449			10.606			
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	4.20	263	20.02	1	9.175	9.19203	-1.7213	NO
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	33.09	5			35.130			
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	31.40	5			58.193			
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	21.55%	42,127	16.99%	924		0.01367	3.3332	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	18.04%	23,249	16.36%	275		0.02332	0.7185	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	16.38%	6,680	19.32%	176		0.02826	-1.0407	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	15.10%	2,808	17.39%	69		0.04363	-0.5252	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	40.42%	1,556	33.33%	3		0.28360	0.2500	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	36.02%	1,599	50.00%	4		0.24033	-0.5816	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	10.00%	40	0.00%	4		0.15732	0.6356	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	8.00%	25						
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	12.92%	449						
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	10.65%	263	0.00%	1		0.30902	0.3445	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	20.00%	5						
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	20.00%	5						
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	30.93%	28,472	31.13%	681		0.01792	-0.1108	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	12.86%	7,775	9.91%	111		0.03200	0.9224	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	4.74%	3,797	5.00%	100		0.02153	-0.1205	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	2.05%	1,120	3.33%	30		0.02624	-0.4878	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	5.01%	1,556	0.00%	3		0.12611	0.3975	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	1.06%	1,599	0.00%	4		0.05134	0.2071	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	16.00%	25	0.00%	3		0.22400	0.7143	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	0.00%	12						
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	6.87%	262						
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	1.00%	100	0.00%	1		0.09999	0.1000	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	25.00%	4						
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	33.33%	3						
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	TN (%)	BST - State	99.07%	$202,200,293	99.87%	$2,300,565		0.00006	-126.7237	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.66	1	3.33	1,772				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			8.16%	49				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			18.38%	2,971				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			38.18%	55				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			76.47%	17				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			63.64%	187				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			0.00%	10				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			25.76%	66				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			18.38%	2,971				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP (Standalone)/TN (%)	Diagnostic			3.51%	57				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			17.65%	34				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			27.11%	1,774				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			17.78%	45				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			29.07%	547				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			35.86%	237				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			17.72%	79				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			27.11%	1,774				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP (Standalone)/TN (%)	Diagnostic			33.33%	159				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			1.40%	143				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			35.29%	34				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			29.09%	165				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	33				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			20.83%	48				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			6.06%	66				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			59.70%	402				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic			80.00%	5				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			***Data Included in B.1.3.19***					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			68.15%	157				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			***Data Included in B.1.3.20***					
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			1.14%	176				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			33.33%	36				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			26.35%	463				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.3.18	O-7	Loops Non-Design/TN (%)	Diagnostic			47.51%	221				Diagnostic
B.1.3.19	O-7	Loops Non-Design w/INP/TN (%)	Diagnostic			73.68%	19				Diagnostic
B.1.3.20	O-13	Loops Non-Design w/LNP/TN (%)	Diagnostic			59.85%	132				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/TN (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN (%)	>= 97% w in 1 hr			100.00%	4				YES
B.1.4.3	O-8	Loop + Port Combinations/TN (%)	>= 97% w in 1 hr			49.82%	546				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%	21				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			92.31%	13				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			89.92%	119				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr								
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			94.12%	17				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			49.82%	546				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%	2				YES
	Reject Interval - Partially Mechanized - 24 hours										
B.1.5.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
	Reject Interval - Partially Mechanized - 18 hours										
B.1.6.1	O-8	Switch Ports/TN (%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 18 hrs			83.33%	6				NO
B.1.6.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 18 hrs			98.75%	481				YES
B.1.6.4	O-8	Combo Other/TN (%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 18 hrs								
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 18 hrs			100.00%	8				YES
B.1.6.7	O-8	Line Sharing/TN (%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 18 hrs			96.23%	159				YES
B.1.6.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 18 hrs			95.29%	85				YES
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.14	O-8	Other Design/TN (%)	>= 85% w in 18 hrs			92.86%	14				YES
B.1.6.15	O-8	Other Non-Design/TN (%)	>= 85% w in 18 hrs			98.75%	481				YES
B.1.6.16	O-8	INP Standalone/TN (%)	>= 85% w in 18 hrs								
B.1.6.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 18 hrs			88.68%	53				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	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			50.00%	2				NO
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			83.33%	12				NO
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			87.50%	48				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			90.00%	10				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			93.33%	240				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs			50.00%	4				NO
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs			*Data Included in B.1.8.19*					
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			100.00%	107				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs			*Data Included in B.1.8.20*					
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			50.00%	2				NO
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			83.33%	12				NO
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs								
B.1.8.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 24 hrs			98.36%	122				YES
B.1.8.18	O-8	Loops Non-Design/TN (%)	>= 85% w in 24 hrs			97.14%	105				YES
B.1.8.19	O-8	Loops Non-Design w/INP/TN (%)	>= 85% w in 24 hrs			100.00%	14				YES
B.1.8.20	O-14	Loops Non-Design w/LNP/TN (%)	>= 85% w in 24 hrs			98.73%	79				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			100.00%	42				YES
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			98.07%	2,285				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			67.74%	31				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			100.00%	21				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs								
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			38.71%	31				NO
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			100.00%	43				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			98.07%	2,285				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			79.73%	74				NO
	FOC Timeliness - Partially Mechanized										
B.1.10.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	FOC Timeliness - Partially Mechanized - 18 hours										
B.1.11.1	O-9	Switch Ports/TN (%)	>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 18 hrs			94.29%	35				YES
B.1.11.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 18 hrs			96.46%	1,470				YES
B.1.11.4	O-9	Combo Other/TN (%)	>= 85% w in 18 hrs								
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 18 hrs			75.00%	8				NO
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 18 hrs			100.00%	37				YES
B.1.11.7	O-9	Line Sharing/TN (%)	>= 85% w in 18 hrs								
B.1.11.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 18 hrs			99.27%	409				YES
B.1.11.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.11.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 18 hrs								
B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.11.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 18 hrs			98.98%	98				YES
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.11.14	O-9	Other Design/TN (%)	>= 85% w in 18 hrs			97.22%	72				YES
B.1.11.15	O-9	Other Non-Design/TN (%)	>= 85% w in 18 hrs			96.46%	1,470				YES
B.1.11.16	O-9	INP Standalone/TN (%)	>= 85% w in 18 hrs								
B.1.11.17	O-15	LNP Standalone/TN (%)	>= 85% w in 18 hrs			95.52%	67				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs			100.00%	130				YES
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			100.00%	19				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			98.19%	276				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	31				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	42				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			98.28%	58				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	286				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs			100.00%	3				YES
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%	96				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			100.00%	161				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	21				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.67%	303				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			93.88%	49				NO
B.1.14.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			95.25%	2,971				YES
B.1.14.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			81.48%	54				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			82.35%	17				NO
B.1.14.7	O-11	Line Sharing/TN (%)	>= 95%								
B.1.14.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			74.87%	187				NO
B.1.14.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%								
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	47				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.14.14	O-11	Other Design/TN (%)	>= 95%			90.91%	66				NO
B.1.14.15	O-11	Other Non-Design/TN (%)	>= 95%			95.25%	2,971				YES
B.1.14.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	30				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.15.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	34				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			100.00%	1,774				YES
B.1.15.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	5				YES
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	45				YES
B.1.15.7	O-11	Line Sharing/TN (%)	>= 95%								
B.1.15.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	547				YES
B.1.15.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%								
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	158				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.15.14	O-11	Other Design/TN (%)	>= 95%			100.00%	79				YES
B.1.15.15	O-11	Other Non-Design/TN (%)	>= 95%			100.00%	1,774				YES
B.1.15.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.15.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	163				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%			98.60%	143				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			87.80%	41				NO
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			90.00%	10				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	32				YES
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			98.15%	54				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	64				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			94.40%	625				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	214				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			100.00%	44				YES
B.1.16.14	O-11	Other Design/TN (%)	>= 95%			98.86%	175				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			88.37%	43				NO
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	560				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			100.00%	46				YES
B.1.17.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			100.00%	2,830				YES
B.1.17.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			97.73%	44				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	14				YES
B.1.17.7	O-11	Line Sharing/TN (%)	>= 95%								
B.1.17.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	140				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%								
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	47				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.17.14	O-11	Other Design/TN (%)	>= 95%			100.00%	60				YES
B.1.17.15	O-11	Other Non-Design/TN (%)	>= 95%			100.00%	2,830				YES
B.1.17.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.17.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	30				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1	O-11	Switch Ports/TN (%)	>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/TN (%)	>= 95%			91.18%	34				NO
B.1.18.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			90.42%	1,774				NO
B.1.18.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	5				YES
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	45				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.7	O-11	Line Sharing/TN (%)	>= 95%								
B.1.18.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			95.80%	547				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%								
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			100.00%	158				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%								
B.1.18.14	O-11	Other Design/TN (%)	>= 95%			96.20%	79				YES
B.1.18.15	O-11	Other Non-Design/TN (%)	>= 95%			90.42%	1,774				NO
B.1.18.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	163				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%			81.56%	141				NO
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			100.00%	36				YES
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			66.67%	9				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			93.75%	32				NO
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			94.34%	53				NO
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			78.13%	64				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			89.49%	590				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%			100.00%	214				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%			100.00%	44				YES
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			83.82%	173				NO
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			97.37%	38				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			100.00%	560				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)	5.83	22,205			8.511			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.05	261,487			1.969			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	12.56	79			13.941			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	3.66	41			3.188			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3			30.33	3				
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	5.84	22,457	3.06	67	8.536	1.04442	2.6589	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	1.06	262,888	0.98	1,397	1.976	0.05301	1.3473	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	*June data available with July Run*							
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	*June data available with July run*							
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	11.75	96	1.00	1	12.850	12.91685	0.8322	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	3.84	125	0.33	1	7.297	7.32623	0.4797	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	*June data available with July Run*							
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	*June data available with July run*							
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	8.70	24,752			20.195			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	*June data available with July run*							
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	12.55	97			14.987			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	*June data available with July run*							
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN (days)	ADSL to Retail	7.67	268	6.74	91	13.547	1.64362	0.5658	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	3.79	197			2.093			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	18.00	1			0.000			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	20.13	423	12.82	57	21.737	3.06696	2.3835	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.98	460			5.036			
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	7.67	268			13.547			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	3.79	197			2.093			
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	18.00	1			0.000			
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	5.84	22,457	7.08	135	8.536	0.73688	-1.6880	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96	9.00	1	12.850	12.91685	0.2129	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.83	22,205	5.33	3	8.511	4.91416	0.1001	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	*June data available with July run*							
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	12.56	79			13.941			
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	*June data available with July run*							
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
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	5.83	22,205			8.511			
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	*June data available with July run*							
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	12.56	79			13.941			
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	5.84	22,457	7.55	60	8.536	1.10349	-1.5531	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
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	5.83	22,205	4.67	3	8.511	4.91416	0.2358	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	*June data available with July run*							
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	12.56	79			13.941			
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	*June data available with July run*							
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	36.75	2,295	21.80	5	53.093	23.76972	0.6290	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	12.18	133			12.818			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	89.00	1			0.000			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	5.84	22,457			8.536			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	1.06	262,888	2.89	3	1.976	1.14091	-1.6048	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	11.75	96			12.850			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	3.84	125			7.297			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.83	22,205			8.511			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.05	261,487	2.89	3	1.969	1.13658	-1.6130	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	12.56	79			13.941			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	3.66	41			3.188			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.83	22,205	16.08	13	8.511	2.36122	-4.3429	NO
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.05	261,487	8.21	91	1.969	0.20640	-34.6735	NO
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	12.56	79			13.941			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	3.66	41	6.67	3	3.188	1.90674	-1.5801	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	22.24	134	12.82	57	16.355	2.58632	3.6400	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	29.00	1			0.000			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1								
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	52.37	126	7.03	125	65.060	8.21314	5.5196	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	21.00	6			15.595			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1								

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B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1								
		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			6.74	91				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice								
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	10.27	181			13.660			
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B								
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	10.73	11			13.245			
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B								
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B								
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B								
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	11.82	192			16.657			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	R&B&D - Disp								
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	R&B&D - Disp	75.16	25			114.926			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp								
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp								
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	28.34	32	7.00	1	19.268	19.56695	1.0908	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	ADSL to Retail	32.50	6			21.389			
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	37.36	11			33.963			
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	84.50	4			137.139			
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	28.34	32			19.268			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	32.50	6			21.389			
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181	11.50	2	13.696	9.73782	-0.1268	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp								
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	10.28	180			13.696			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	10.73	11			13.245			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or								
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or								
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181			13.696			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	R&B - Disp								
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	10.28	180			13.696			
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								
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	10.73	11			13.245			
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								
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								
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								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181			13.696			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp								
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	10.28	180			13.696			
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								
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	10.73	11			13.245			
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								
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								
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								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	37.36	11			33.963			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design								
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	125.79	14			130.857			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	10.27	181			13.660			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B								
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	10.73	11			13.245			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B								
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B								
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1								
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	Digital Loop < DS1								
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	Digital Loop < DS1								
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	38.00	4	10.00	4	64.109	45.33212	0.6177	YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1								
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	255.57	7			109.105			
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1								

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B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1								
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.69%	299,233						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice								
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.69%	301,031	0.19%	3,700		0.00137	3.6714	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	0.93%	304,029						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	20.74%	3,515	11.63%	43		0.06221	1.4648	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	11.11%	909	10.00%	20		0.07104	0.1564	YES
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	20.74%	3,515						
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.69%	301,031	70.59%	17		0.02012	-34.7400	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.69%	301,031						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.69%	301,031	0.00%	130		0.00728	0.9522	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.14	P-2	Other Design/TN (%)	Design	24.75%	2,998						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.69%	301,031						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.69%	299,233						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.69%	299,233	0.00%	32		0.01461	0.4707	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	30.67%	150	10.00%	20		0.10977	1.8828	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	74.12%	170	34.21%	76		0.06044	6.6032	YES
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			0.00%	41				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			8.40%	131				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			22.67%	75				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic								Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			6.00%	82				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	16				Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic			85.71%	7				Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	127				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			22.67%	75				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			47.01%	234				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			308.57	7				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs			211.20	5				YES
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			252.00	2				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			180.00	12				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/TN (hours)	>= 48 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			252.00	2				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			281.54	26				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								Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic								Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic			168.00	11				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic			286.59	17				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			40.24	5				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			436.00	6				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			286.59	17				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			222.33	110				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			85.71%	7				NO
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/TN (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/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			66.67%	3				NO
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/TN (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/TN (%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			100.00%	21				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								Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			70.00%	10				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic								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			60.00%	5				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.14	P-2	Other Design/TN (%)	Diagnostic			85.71%	7				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			73.33%	15				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			72.00%	100				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			98.99%	888				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/TN (%)	<= 5%			0.00%	1				YES
B.2.13.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			1.27%	157				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%			0.00%	25				YES
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			1.37%	73				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min			100.00%	1				YES
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			96.18%	157				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)	>= 95% w in 15 min			100.00%	25				YES
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)	>= 95% w in 15 min			98.63%	73				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/TN (%)	<= 5%			0.00%	1				YES
B.2.15.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			2.55%	157				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%			0.00%	25				YES
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	73				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/TN (time units)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (time units)	Diagnostic			163.58	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			3.86%	673				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%	50				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%			0.00%	93				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.79%	24,971						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.05%	273,363						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	5.05%	99						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	43						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3			0.00%	3				
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	5.76%	25,234	4.76%	168		0.01803	0.5525	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.05%	274,783	0.06%	3,592		0.00038	-0.0852	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	4.31%	116	25.00%	4		0.10328	-2.0032	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	131	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.66%	27,546						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	4.27%	117						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.74%	3,156	2.38%	168		0.01841	1.8219	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	280						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
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	7.64%	432	6.90%	87		0.03121	0.2378	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	1.07%	466						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.74%	3,156						
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	280						
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
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	5.76%	25,234	0.71%	282		0.01395	3.6189	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116	0.00%	2		0.14484	0.2976	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971	0.00%	4		0.11676	0.4956	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	*June data available with July run*							
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.05%	99						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971						
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	*June data available with July run*							
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	5.05%	99						
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	*June data available with July run*							
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.76%	25,234	0.58%	171		0.01787	2.8943	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116	0.00%	1		0.20396	0.2113	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971	0.00%	7		0.08826	0.6556	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	*June data available with July run*							
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	5.05%	99						
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	*June data available with July run*							
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	4.58%	2,312	0.00%	8		0.07408	0.6189	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	4.38%	137						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	5.76%	25,234						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.05%	274,783	0.00%	5		0.01024	0.0512	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	4.31%	116						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	131						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.79%	24,971						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.05%	273,363	0.00%	5		0.01015	0.0508	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	5.05%	99						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	43						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.79%	24,971	0.00%	21		0.05097	1.1352	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.05%	273,363	0.15%	681		0.00087	-1.1298	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	5.05%	99						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	43	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	8.21%	134	6.90%	87		0.03779	0.3472	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	1						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1								
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	3.79%	132	5.88%	289		0.02005	-1.0444	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	6						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	4.21%	1,165	16.67%	6		0.08219	-1.5159	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	5.82%	29,263	7.97%	138		0.01998	-1.0770	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	2.98%	277,453	4.56%	2,524		0.00340	-4.6311	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	7.89%	114	0.00%	1		0.27084	0.2915	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	87	0.00%	2		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.45%	32,401						
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	7.89%	114						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.27%	3,183	5.06%	316		0.01049	-1.7064	NO
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	10.96%	228						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	9						
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	18.23%	417	6.00%	150		0.03676	3.3270	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	3.32%	843						
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	3.27%	3,183						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	10.96%	228						
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	9						
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	5.82%	29,263	1.60%	813		0.00832	5.0692	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263	0.00%	1		0.23412	0.2486	YES
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114	0.00%	3		0.15772	0.5005	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.86%	28,993	0.00%	31		0.04220	1.3880	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	*June data available with July run*							
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.34%	87	0.00%	3		0.17883	0.5785	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
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	5.86%	28,993						
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	*June data available with July run*							
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	10.34%	87						
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	*June data available with July run*							
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.82%	29,263	12.15%	247		0.01496	-4.2318	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114	0.00%	2		0.19234	0.4105	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
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	5.86%	28,993	0.00%	21		0.05126	1.1426	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	*June data available with July run*							
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	10.34%	87	0.00%	1		0.30629	0.3377	YES
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	*June data available with July run*							
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	2.04%	3,138	0.00%	133		0.01251	1.6299	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	0.40%	248						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	5.82%	29,263	0.00%	7		0.08850	0.6576	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	2.98%	277,453	0.00%	9		0.05669	0.5259	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	7.89%	114						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	87						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1			1.32%	76				
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1								
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	17.48%	103	9.87%	375		0.04225	1.8012	YES
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	1.61%	62						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1								
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677			96.872			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773			5.829			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
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	3.21	14,858	15.05	218	96.307	6.57038	-1.8024	NO
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.29	208,685	2.42	2,920	5.832	0.10868	-10.3905	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	***June data available with July Run***							
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	***June data available with July run***							
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	1.33	73	0.43	2	4.044	2.89859	0.3125	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.26	96			1.935			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	***June data available with July Run***							
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	***June data available with July run***							
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	29.11	16,456			278.249			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	*June data available with July run*							
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	3.68	74			20.506			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	*June data available with July run*							
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	1.70	2,561			8.631			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.41	242			8.763			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	2.81	6			6.767			
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	21.28	313	67.81	2	35.506	25.18669	-1.8471	NO
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	3.79	345			15.060			
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	1.70	2,561			8.631			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.41	242			8.763			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	2.81	6			6.767			
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	3.21	14,858			96.307			
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	3.20	14,677			96.872			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
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	*June data available with July run*							
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
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	3.20	14,677			96.872			
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	*June data available with July run*							
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
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	*June data available with July run*							
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	3.21	14,858	22.10	77	96.307	11.00356	-1.7167	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
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	3.20	14,677			96.872			
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	*June data available with July run*							
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
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	*June data available with July run*							
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	269.97	1,598			804.297			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	23.28	71			53.599			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	175.20	1			0.000			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	3.21	14,858			96.307			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.29	208,685			5.832			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	1.33	73			4.044			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.26	96			1.935			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677			96.872			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773			5.829			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677	1.84	4	96.872	48.44245	0.0281	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773	68.73	176	5.829	0.43956	-153.4286	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	77.14	100	67.81	2	212.051	151.43492	0.0617	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1								
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	1025.44	76	24.63	25	1744.289	402.16311	2.4886	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	10.73	4			8.838			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1								
		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			38.40	1				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			32.33	5				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			17.74	21				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic	*June data available with July Run*							
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic	*June data available with July run*							
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			18.73	2				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic	*June data available with July Run*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic	June data available with July run							
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic	June data available with July run							
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	June data available with July run							
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic			33.09	110				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			51.44	58				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								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								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								Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.30	4				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic	June data available with July run							
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	June data available with July run							
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	June data available with July run							
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	June data available with July run							
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			42.62	47				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			17.15	9				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic	June data available with July run							
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	June data available with July run							
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			22.08	5				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			21.76	5				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			21.76	5				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			14.99	6				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			15.88	297				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			11.95	1				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			51.44	58				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<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
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			36.07	177				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			3.81	12				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.71	878				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								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.00	5				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic			8.10	29				Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.50	2				Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.53	38				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.60	424				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.00	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
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				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			11.22	50				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			9.00	1				Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			8.02	43				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			11.40	5				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			9.47	118				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			4.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	1				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			50.00	1				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			7.75	4				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.30	19				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			7.00	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			11.01	73				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			15.35	51				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			12.45	31				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			10.00	3				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			8.33	3				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			8.44	45				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			7.00	3				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.00	14				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			23.00	3				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				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			6.67	3				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			34.36	11				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.95	349				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			5.33	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			15.35	51				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			10.18	101				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

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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			2.92	8				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.96	343				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								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.00	5				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								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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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			8.10	29				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.50	2				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.28	33				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.46	362				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	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			11.22	50				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			9.00	1				Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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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			8.05	40				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			8.29	63				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			4.00	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	1				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic			50.00	1				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			7.75	4				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.39	17				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			7.00	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			11.13	70				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			15.29	49				Diagnostic

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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			12.33	30				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			10.00	3				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			8.33	3				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			8.45	44				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			7.00	3				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.00	14				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			23.00	3				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			6.67	3				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				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			8.50	2				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.35	271				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			5.33	3				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			15.29	49				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			10.23	98				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.2.31.1	P-13	LNP/TN (%)	>= 95% w in 15 min			0.34%	2,679				NO

% Cooperative Test Attempts for xDSL

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B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			96.00%	150				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%			94.44%	36				NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	20				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%								
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	2				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			92.86%	28				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			91.94%	124				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			0.00%	1				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			75.00%	8				NO
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	R&B (POTS)	5.63%	48,807						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.28%	26,057						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.26%	385						
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.49%	203						
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	5.65%	49,298	2.47%	405		0.01152	2.7582	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.29%	26,346	2.23%	269		0.00693	-1.3516	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	5.63%	50,857						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	5.63%	50,857						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	12.01%	308	3.70%	27		0.06525	1.2734	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	81	0.00%	18		0.00000		YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	0.00%	5	23.08%	13		0.00000		NO
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	33.33%	3	0.00%	1		0.54433	0.6124	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	12.01%	308	0.00%	1		0.32564	0.3689	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	81	0.00%	2		0.00000		YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	5.65%	49,298	3.94%	330		0.01275	1.3382	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	5.65%	49,298	0.00%	118		0.02127	2.6539	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	5.56%	48,653						
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.13%	22,841						
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	5.00%	1,559	4.35%	92		0.02339	0.2802	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.12%	1,603	0.00%	35		0.01800	0.6237	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	5.65%	49,298	22.22%	9		0.07694	-2.1546	NO
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.29%	26,346	0.00%	12		0.03264	0.3966	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	5.63%	48,807						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.28%	26,057						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	1.98%	2,465,015						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.06%	2,465,015						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.81%	21,272	0.00%	142		0.01133	1.5978	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.95%	21,272	0.00%	142		0.00823	1.1602	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	1.89%	2,606,813	1.34%	30,113		0.00080	6.8528	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.01%	2,606,813	0.89%	30,113		0.00058	2.0141	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.69%	3,005,272						
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.69%	3,005,272						
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.19%	25,903	1.08%	2,493		0.00229	0.4676	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	0.31%	25,903	0.72%	2,493		0.00117	-3.5290	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	0.02%	24,051	0.88%	1,473		0.00039	-22.2671	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.01%	24,051	0.07%	1,473		0.00030	-1.8485	NO
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.19%	25,903	0.41%	244		0.00702	1.1119	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	0.31%	25,903	0.82%	244		0.00358	-1.4232	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	1.89%	2,606,813	0.78%	42,203		0.00067	16.4373	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	1.89%	2,606,813	0.28%	42,203		0.00067	23.8814	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	1.97%	2,465,015	0.00%	273		0.00850	2.3211	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.93%	2,465,015						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.39%	398,459	2.33%	3,944		0.00100	-19.3961	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.40%	398,459	0.89%	3,944		0.00101	-4.7798	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	1.89%	2,606,813	0.50%	1,806		0.00324	4.3026	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.01%	2,606,813	0.66%	1,806		0.00237	1.4630	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	1.98%	2,465,015						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.06%	2,465,015						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	21.02	48,807			18.853			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	9.19	26,057			12.545			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	3.65	385			3.202			
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	2.22	203			3.356			
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	20.92	49,298	11.67	405	18.823	0.93914	9.8498	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	9.14	26,346	4.05	269	12.520	0.76726	6.6348	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	20.50	50,857			18.960			
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	20.50	50,857			18.960			
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	56.65	308	6.45	27	37.338	7.49408	6.6984	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	4.95	81	2.44	18	14.813	3.86000	0.6514	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	33.09	5	18.39	13	37.261	19.60793	0.7497	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	50.40	3	4.58	1	79.153	91.39813	0.5013	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	56.65	308	23.23	1	37.338	37.39876	0.8934	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	4.95	81	1.63	2	14.813	10.60304	0.3127	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	20.92	49,298	8.98	330	18.960	1.04717	11.4062	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	20.92	49,298	3.66	118	18.960	1.74745	9.8757	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	21.00	48,653			18.857			
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	9.18	22,841			12.490			
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	7.39	1,559	6.66	92	19.807	2.12508	0.3472	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	3.02	1,603	3.82	35	17.447	2.98115	-0.2671	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	20.92	49,298	12.11	9	18.823	6.27481	1.4031	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	9.14	26,346	2.94	12	12.520	3.61512	1.7132	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	21.02	48,807			18.853			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	9.19	26,057			12.545			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	20.84%	48,807						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	17.72%	26,057						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	32.99%	385						
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	23.65%	203						
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	20.76%	49,298	18.52%	405		0.02024	1.1084	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	17.64%	26,346	17.10%	269		0.02336	0.2319	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	21.36%	50,857						
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	21.36%	50,857						
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	19.48%	308	29.63%	27		0.07949	-1.2768	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	67.90%	81	16.67%	18		0.12165	4.2115	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	20.00%	5	15.38%	13		0.21049	0.2193	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.00%	3	0.00%	1		0.00000		YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	19.48%	308	0.00%	1		0.39669	0.4911	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	67.90%	81	100.00%	2		0.33417	-0.9606	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	20.76%	49,298	10.30%	330		0.02240	4.6685	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	20.76%	49,298	13.56%	118		0.03738	1.9266	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	20.78%	48,653						
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	17.69%	22,841						
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	40.35%	1,559	44.57%	92		0.05264	-0.8015	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	36.00%	1,603	14.29%	35		0.08201	2.6470	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	20.76%	49,298	0.00%	9		0.13521	1.5355	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	17.64%	26,346	8.33%	12		0.11006	0.8458	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	20.84%	48,807						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	17.72%	26,057						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	27.85%	32,269						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	11.50%	8,895						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.26%	385						
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.49%	203						
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	27.67%	32,558	9.80%	255		0.02813	6.3535	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	11.37%	9,008	8.26%	109		0.03059	1.0170	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	26.64%	34,116						
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	26.64%	34,116						
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail			3.70%	27				
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail			0.00%	18				
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	25.00%	4	23.08%	13		0.24758	0.0777	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	33.33%	3	0.00%	1		0.54433	0.6124	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail								
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail								
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	27.67%	32,558	3.94%	330		0.02475	9.5887	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	27.67%	32,558	0.00%	118		0.04126	6.7072	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	27.85%	32,262						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	11.55%	8,856						
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	5.01%	1,558	4.35%	92		0.02340	0.2815	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.12%	1,601	0.00%	35		0.01802	0.6241	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	27.67%	32,558	16.67%	6		0.18266	0.6026	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	11.37%	9,008	0.00%	5		0.14199	0.8006	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	27.85%	32,269						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	11.50%	8,895						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	TN (%)	BST - State	99.07%	$202,200,293	99.93%	$838,802		0.00011	-82.5357	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.66	1	3.43	1,204				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			57.50%	40				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	23				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			96.70%	30				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	30				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	17.89	63	22.75	12	18.907	5.95499	-0.8163	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	***Not Applicable for Trunks***							
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	***Not Applicable for Trunks***							
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/TN (hours)	95% >= 48 hrs	***Not Applicable for Trunks***							
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	63	0.00%	12		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	1,704	0.00%	918		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	***Under development***							
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	***Under development***							
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	***Under development***							
	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%	4				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			94.12%	17				NO
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			90.00%	10				NO
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	57						
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	154,592	0.00%	44,174		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.04%	154,592						
	Maintenance Average Duration										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail								
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	2.96	57			2.996			
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	1.75%	57						
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	57						
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN (%)	BST - State	99.07%	$202,200,293	99.48%	$4,858,522		0.00004	-93.4660	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.74	1	4.48	3,093				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering											
% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			99.92%					YES
D.1.1.2	OSS-2	HAL/Region (%)	>= 99.5%			99.76%					YES
D.1.1.3	OSS-2	LENS/Region (%)	>= 99.5%			99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region (%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region (%)	>= 99.5%			99.99%					YES
D.1.1.8	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC											
D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%			99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	DSAP/Region (%)	>= 99.5%			99.99%					YES
D.1.2.4	OSS-2	RSAG/Region (%)	>= 99.5%			99.99%					YES
D.1.2.5	OSS-2	SOCS/Region (%)	>= 99.5%			99.98%					YES
D.1.2.6	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.7	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	2.77	1,482,246	1.33	404,417				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.33	404,417				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.30	195,460				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.30	195,460				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3.47	396,477	1.05	69,473				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.68	298,954	1.05	69,473				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	0.49	3,832				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	0.49	3,832				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	12.61	807,325				NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	12.61	807,325				NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.74	47,612				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.74	47,612				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.16	118,977				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.16	118,977				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	2.77	1,482,246	1.29	94,881				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.29	94,881				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.07	543,664				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.07	543,664				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3.47	396,477	1.23	5,323				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.68	298,954	1.23	5,323				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	1.85	475,493				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	1.85	475,493				YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	0.70	70,003				YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	0.70	70,003				YES
D.1.4.8.1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.9.1*							
D.1.4.8.2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.9.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	1.17	3,728				YES
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	1.17	3,728				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.2.1.1	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	CLEC ECTA/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			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%			99.98%					YES
	Average Response Interval										
D.2.4.1.1	OSS-4	CRIS/Region (%) <= 4 Seconds	Parity w Retail	95.65%	1,715,874	94.25%	75,869		0.00076	18.4858	NO
D.2.4.1.2	OSS-4	CRIS/Region (%) <= 10 Seconds	Parity w Retail	98.73%	1,715,874	98.94%	75,869		0.00042	-5.1472	YES
D.2.4.1.3	OSS-4	CRIS/Region (%) > 10 Seconds	Parity w Retail	1.27%	1,715,874	1.06%	75,869		0.00042	5.1472	YES
D.2.4.2.1	OSS-4	DLETH/Region (%) <= 4 Seconds	Parity w Retail	9.58%	37,945	12.32%	779		0.01066	-2.5702	YES
D.2.4.2.2	OSS-4	DLETH/Region (%) <= 10 Seconds	Parity w Retail	79.55%	37,945	89.73%	779		0.01460	-6.9754	YES
D.2.4.2.3	OSS-4	DLETH/Region (%) > 10 Seconds	Parity w Retail	20.45%	37,945	10.27%	779		0.01460	6.9754	YES
D.2.4.3.1	OSS-4	DLR/Region (%) <= 4 Seconds	Parity w Retail	6.56%	36,135	22.41%	22,605		0.00210	-75.5110	YES
D.2.4.3.2	OSS-4	DLR/Region (%) <= 10 Seconds	Parity w Retail	87.55%	36,135	97.87%	22,605		0.00280	-36.8477	YES
D.2.4.3.3	OSS-4	DLR/Region (%) > 10 Seconds	Parity w Retail	12.45%	36,135	2.13%	22,605		0.00280	36.8477	YES
D.2.4.4.1	OSS-4	LMOS/Region (%) <= 4 Seconds	Parity w Retail	99.87%	1,715,778	99.94%	75,870		0.00013	-5.3202	YES
D.2.4.4.2	OSS-4	LMOS/Region (%) <= 10 Seconds	Parity w Retail	99.97%	1,715,778	99.99%	75,870		0.00006	-3.2704	YES
D.2.4.4.3	OSS-4	LMOS/Region (%) > 10 Seconds	Parity w Retail	0.03%	1,715,778	0.01%	75,870		0.00006	3.2704	YES
D.2.4.5.1	OSS-4	LMOSupd/Region (%) <= 4 Seconds	Parity w Retail	98.00%	1,266,069	97.75%	45,633		0.00067	3.6746	NO
D.2.4.5.2	OSS-4	LMOSupd/Region (%) <= 10 Seconds	Parity w Retail	99.65%	1,266,069	99.58%	45,633		0.00028	2.6829	NO
D.2.4.5.3	OSS-4	LMOSupd/Region (%) > 10 Seconds	Parity w Retail	0.35%	1,266,069	0.42%	45,633		0.00028	-2.6829	NO
D.2.4.6.1	OSS-4	LNP/Region (%) <= 4 Seconds	Parity w Retail	99.62%	119,042	99.28%	4,423		0.00095	3.5861	NO
D.2.4.6.2	OSS-4	LNP/Region (%) <= 10 Seconds	Parity w Retail	99.84%	119,042	99.84%	4,423		0.00060	0.0474	YES
D.2.4.6.3	OSS-4	LNP/Region (%) > 10 Seconds	Parity w Retail	0.16%	119,042	0.16%	4,423		0.00060	-0.0474	YES
D.2.4.7.1	OSS-4	MARCH/Region (%) <= 4 Seconds	Parity w Retail	29.50%	8,487	28.38%	296		0.02697	0.4174	YES
D.2.4.7.2	OSS-4	MARCH/Region (%) <= 10 Seconds	Parity w Retail	29.50%	8,487	28.38%	296		0.02697	0.4174	YES
D.2.4.7.3	OSS-4	MARCH/Region (%) > 10 Seconds	Parity w Retail	70.50%	8,487	71.62%	296		0.02697	-0.4174	YES
D.2.4.8.1	OSS-4	OSPCM/Region (%) <= 4 Seconds	Parity w Retail	39.24%	7,494	43.96%	91		0.05150	-0.9149	YES
D.2.4.8.2	OSS-4	OSPCM/Region (%) <= 10 Seconds	Parity w Retail	96.93%	7,494	95.60%	91		0.01819	0.7292	YES
D.2.4.8.3	OSS-4	OSPCM/Region (%) > 10 Seconds	Parity w Retail	3.07%	7,494	4.40%	91		0.01819	-0.7292	YES
D.2.4.9.1	OSS-4	Predictor/Region (%) <= 4 Seconds	Parity w Retail	19.09%	82,561	28.79%	3,435		0.00684	-14.1803	YES
D.2.4.9.2	OSS-4	Predictor/Region (%) <= 10 Seconds	Parity w Retail	19.09%	82,561	28.79%	3,435		0.00684	-14.1803	YES
D.2.4.9.3	OSS-4	Predictor/Region (%) > 10 Seconds	Parity w Retail	80.91%	82,561	71.21%	3,435		0.00684	14.1803	YES
D.2.4.10.1	OSS-4	SOCS/Region (%) <= 4 Seconds	Parity w Retail	99.84%	249,831	99.85%	13,021		0.00036	-0.1152	YES
D.2.4.10.2	OSS-4	SOCS/Region (%) <= 10 Seconds	Parity w Retail	99.99%	249,831	99.99%	13,021		0.00010	-0.4056	YES
D.2.4.10.3	OSS-4	SOCS/Region (%) > 10 Seconds	Parity w Retail	0.01%	249,831	0.01%	13,021		0.00010	0.4056	YES
D.2.4.11.1	OSS-4	NIW/Region (%) <= 4 Seconds	Parity w Retail	82.65%	72,414	83.65%	3,272		0.00677	-1.4726	YES
D.2.4.11.2	OSS-4	NIW/Region (%) <= 10 Seconds	Parity w Retail	99.49%	72,414	99.36%	3,272		0.00127	1.0637	YES
D.2.4.11.3	OSS-4	NIW/Region (%) > 10 Seconds	Parity w Retail	0.51%	72,414	0.64%	3,272		0.00127	-1.0637	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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 days								
E.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 days			13	7				YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days			18	1				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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 days			28	34				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days			5	2				YES
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days			19	54				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 days			69	5				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	95				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			86.82%	273,073				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			90.16%	220,614				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			60.15%	7,518				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			74.87%	44,941				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			78.44%	302,268				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			83.65%	237,784				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			42.21%	10,713				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			62.58%	53,771				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			90.65%	11,802				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			90.65%	11,802				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.2.1.1	PO-1	Loops/TN (%)	>= 95% w in 3 bus days			100.00%	8				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2	Loops/TN (%)	>= 95% w in 5 min			100.00%	160				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			98.00%	147				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days			100.00%	1				YES
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	121.54	7,152,910	49.77	43,526				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	65.92	1,653,272	25.70	92,640				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			5.29					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			79.60%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			5.64					PBD

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			80.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			2.00	2,093				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			96.55%	223,968				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,093				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	6,698	99.99%	14,237		0.00000		NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	97.40%	38,202	98.04%	187,964,470		0.00081	-7.9164	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.04%	38,202	99.54%	187,964,470		0.00050	-9.9487	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.73	38,202	3.76	187,964,470				NO
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail								
F.9.5.2	B-7	UNE/TN (%)	>= 90%								
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%								
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail								
F.9.6.2	B-8	UNE/TN (%)	>= 90%								
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%								
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	TN (%)	>= 95% w in 30 days	75.00%	4						NO
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN (average)	>= 22 bus days prior to release	26	1						YES
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days	100.00%	5						YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	TN (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	TN (average)	>= 22 bus days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	TN (%)	>= 97% w in 15 min			100.00%	32				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 90% w in 30 min			89.62%	96,463				NO
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			99.99%	183,966				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.25%	96,463				NO
F.12.2.2	O-2	TAG/Region (%)	100%			99.99%	183,966				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.88	26	0.88	26				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.07	27	0.07	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	4.55	26	4.55	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			100.00%	84				YES
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			100.00%	76				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			100.00%	76				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	TN (%)	100%			64.00%	33				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	TN (minutes)	Parity w Retail								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Completions w/o Notice or < 24 hours (Resale)									
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			100.00%	416				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			100.00%	11329				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			100.00%	91				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			100.00%	304				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			100.00%	16				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			100.00%	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			100.00%	3				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			100.00%	15				Diagnostic
		% Completions w/o Notice or < 24 hours (UNE)									
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			100.00%	3				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			100.00%	68				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			100.00%	1398				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic								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			100.00%	91				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			100.00%	57				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								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			100.00%	69				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			100.00%	3				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			100.00%	3				Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic			100.00%	60				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			100.00%	3				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	11				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic			100.00%	5				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			100.00%	68				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	1401				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			100.00%	3				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			100.00%	57				Diagnostic

BellSouth Monthly State Summary

Tennessee, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Completions w/o Notice or < 24 hours (Resale)										
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			100.00%	125				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours (LIT)										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			100.00%	12				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	13				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	12				YES
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	1				YES

ATTACHMENT 4

Checklist Item	SQM Item	Attachment 1 Items
#1 -- Interconnection	Collocation	E.1.1.1 – E.1.3.3
	Trunking	
	Ordering	
	Rejected Service Requests	C.1.1
	Reject Interval	C.1.2
	FOC Timeliness	C.1.3
	FOC & Reject Comp	C.1.4
	FOC & Reject Comp (Multi-Resp)	C.1.5
	Provisioning	
	Order Completion Interval	C.2.1
	Missed Installation Appoints	C.2.5
	Provision Troubles w/l 30 days	C.2.6
	Avg Completion Notice Inter.	C.2.7
	Total Svc Ord Cycle Time	C.2.8
	Total Svc Ord Cycle Time (offer)	C.2.9
	% Completions w/o notice or <24hr	C.2.10.1 – C.2.10.2
	Service Order Accuracy	C.2.11.1.1 – C.2.11.2.2
	Mtce & Repair	
	Missed Repair Appointments	C.3.1.1 – C.3.1.2
	Customer Trouble Report Rate	C.3.2.1 – C.3.2.2
	Mtce Average Duration	C.3.3.1 – C.3.3.2
	Repeat Tbls w/l 30 days	C.3.4.1 – C.3.4.2
	Out of Service > 24 hours	C.3.5.1 – C.3.5.2
	Billing	C.4.1 – C.4.2
	Trunk Blockage	C.5.1
#2 -- Unbundled Network Elements	Ordering	
	Rejected Service Requests	B.1.1.1 – B.1.3.20
	Reject Interval	B.1.4.1 – B.1.4.17
		B.1.6.1 – B.1.6.17
		B.1.8.1 – B.1.8.20
	FOC Timeliness	B.1.9.1 – B.1.9.17
		B.1.11.1 – B.1.11.17
		B.1.13.1 – B.1.13.17
	FOC & Reject Comp	B.1.14.1 – B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.1 – B.1.19.17
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.19.2. 3
	% Jeopardies	B.2.5.1 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.1 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4

Checklist Item	SQM Item	Attachment 1 Items
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.19.2.2
	% Provision Troubles w/I 30 days	B.2.19.1.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.30.19.2.2
	Disconnect Timeliness	B.2.31.1 – B.2.31.2
	% Completions w/o notice or <24hr	B.2.32.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt xDSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.1.1.1 – B.2.34.2.2.2
	<u>Mtce & Repair</u>	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.12.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.12.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.12.2
	Repeat Tbls w/I 30 days	B.3.4.1.1 – B.3.4.12.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.12.2
	Billing	B.4.1 – B.4.2
	Flow Through	F.1.1.1 – F.1.3.4
	OSS	
	<u>Pre-ordering</u>	
	Interface Avail – CLEC	D.1.1.1 – D.1.1.8
	Interface Avail – BST & CLEC	D.1.2.1 – D.1.2.6
	Avg Response Int – Lens	D.1.3.1.1 – D.1.3.7.2
	Avg Response Int – Tag	D.1.4.1.1 – D.1.4.8.2
	Loop Makeup Inquiry - Manual	F.2.1.1
	Loop Makeup Inquiry – Electronic	F.2.2.1
	Svc Inquiry w Firm Order	F.3.1.1 – F.3.1.2
	<u>Maintenance</u>	
	Interface Avail – BST	D.2.1.1
	Interface Avail – CLEC	D.2.2.1 – D.2.2.2
	Interface Avail – BST & CLEC	D.2.3.1 – D.2.3.7
	Avg Response Interval	D.2.4.1.1 – D.2.4.11.3
	Ordering Center – Speed of Ans	F.4.1
	Mtce. Center – Speed of Ans	F.5.1
	General – Billing	
	Usage Data Delivery Accuracy	F.9.1
	Usage Data Delivery Timeliness	F.9.2
	Usage Data Delivery Complete	F.9.3
	Mean Time to Deliver Usage	F.9.4
	Recurring Charge Complete	F.9.5.1 – F.9.5.3
	Non Recurring Charge Complete	F.9.6.1 – F.9.6.3
	General – Change Management	
	Percent Notices Sent On Time	F.10.1
	Avg. Delay Days of Notices	F.10.2

Checklist Item	SQM Item	Attachment 1 Items
	Percent Documents Sent on Time	F.10.3 – F.10.4
	Avg. Delay Days of Documents	F.10.5
	Notify of CLEC Interface Outages	F.10.6
	General – New Business Requests	F.11.1 – F.11.2.3
	General – Ordering	
	Acknowledgement Message Time	F.12.1.1 – F.12.1.2
	Acknowledgement Message Com	F.12.2.1 – F.12.2.2
	Mean Time to Notify of Net. Out.	F.14.1
#3 -- Poles, Ducts, Conduits and Rights-of-Way	No Performance Measurements Relevant for this Checklist Item	
#4 -- Unbundled Local Loops	Ordering	
	Rejected Service Requests	B.1.1.5 – B.1.1.13
		B.1.2.5 – B.1.2.13
		B.1.3.5 – B.1.3.13
		B.1.3.18 – B.1.3.20
	Reject Interval	B.1.4.5 – B.1.4.13
		B.1.6.5 – B.1.6.13
		B.1.8.5 – B.1.8.13
		B.1.8.18 – B.1.8.20
	FOC Timeliness	B.1.9.5 – B.1.9.13
		B.1.11.5 – B.1.11.13
		B.1.13.5 – B.1.13.13
	FOC & Reject Comp	B.1.14.5 – B.1.14.13
		B.1.15.5 – B.1.15.13
		B.1.16.5 – B.1.16.13
	FOC & Reject Comp (Multi-Resp)	B.1.17.5 – B.1.17.13
		B.1.18.5 – B.1.18.13
		B.1.19.5 – B.1.19.13
	Provisioning	
	Order Completion Interval	B.2.1.5.3.1 – B.2.1.13.2.2
		B.2.1.18.1.1 – B.2.1.19.2.2
		B.2.2.1 – B.2.2.2
	Held Orders	B.2.3.5.1.1 – B.2.3.13.2.3
		B.2.3.18.1.1 – B.2.3.19.2.3
	% Jeopardies	B.2.5.5 – B.2.5.13
		B.2.5.18 – B.2.5.19
		B.2.6.5 – B.2.6.13
		B.2.6.18 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.5 – B.2.5.13
		B.2.8.18 – B.2.8.19
		B.2.9.5 – B.2.9.13
		B.2.9.18 – B.2.9.19
		B.2.10.5 – B.2.10.13
		B.2.10.18 – B.2.10.19
		B.2.11.5 – B.2.11.13
		B.2.11.18 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Missed Installation Appoints	B.2.18.5.1.1 – B.2.18.13.2.2 B.2.18.18.1.1 – B.2.18.19.2.2
	%Provision Troubles w/l 30 days	B.2.19.5.1.1 – B.2.19.13.2.2 B.2.19.18.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.5.1.1 – B.2.21.13.2.2 B.2.21.18.1.1 – B.2.21.19.2.2 B.2.22.5.1.1 – B.2.22.13.2.2 B.2.22.18.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.5.1.1 – B.2.24.13.2.2 B.2.24.18.1.1 – B.2.24.19.2.2 B.2.25.5.1.1 – B.2.25.13.2.2 B.2.25.18.1.1 – B.2.25.19.2.2 B.2.26.5.1.1 – B.2.26.13.2.2 B.2.26.18.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.5.1.1 – B.2.28.13.2.2 B.2.28.18.1.1 – B.2.28.19.2.2 B.2.29.5.1.1 – B.2.29.13.2.2 B.2.29.18.1.1 – B.2.29.19.2.2 B.2.30.5.1.1 – B.2.30.13.2.2 B.2.30.18.1.1 – B.2.30.19.2.2
	% Completions w/o notice or <24hr	B.2.32.5.1.1 – B.2.32.13.2.2 B.2.32.18.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt DSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.2.1.1 – B.2.34.2.2.2
	<u>Mtce & Repair</u>	
	Missed Repair Appointments	B.3.1.5.1 – B.3.1.9.2
	Customer Trouble Report Rate	B.3.2.5.1 – B.3.2.9.2
	Mtce Average Duration	B.3.3.5.1 – B.3.3.9.2
	Repeat Tbls w/l 30 days	B.3.4.5.1 – B.3.4.9.2
	Out of Service > 24 hours	B.3.5.5.1 – B.3.5.9.2
#5 -- Unbundled Local Transport	<u>Ordering</u>	<u>Ordering</u>
	Rejected Service Requests	B.1.1.2 B.1.2.2 B.1.3.2
	Reject Interval	B.1.4.2 B.1.6.2 B.1.8.2
	FOC Timeliness	B.1.9.2 B.1.11.2 B.1.13.2
	FOC & Reject Comp	B.1.14.2 B.1.15.2 B.1.16.2
	FOC & Reject Comp (Multi-Resp)	B.1.17.2 B.1.18.2 B.1.19.2
	<u>Provisioning</u>	
	Order Completion Interval	B.2.1.2.1.1 – B.2.1.2.2.2
	Held Orders	B.2.3.2.1.1 – B.2.3.2.2.3
	% Jeopardies	B.2.5.2 B.2.6.2
	Avg Jeopardy Notice Interval	B.2.8.2 B.2.9.2 B.2.10.2

Checklist Item	SQM Item	Attachment 1 Items
		B.2.11.2
	% Missed Installation Appoints	B.2.18.2.1.1 – B.2.18.2.2.2
	% Provision Troubles w/l 30 days	B.2.19.2.1.1 – B.2.19.2.2.2
	Avg Completion Notice Inter.	B.2.21.2.1.1 – B.2.21.2.2.2
		B.2.22.2.1.1 – B.2.22.2.2.2
	Total Svc Ord Cycle Time	B.2.24.2.1.1 – B.2.24.2.2.2
		B.2.25.2.1.1 – B.2.25.2.2.2
		B.2.26.2.1.1 – B.2.26.2.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.2.1.1 – B.2.28.2.2.2
		B.2.29.2.1.1 – B.2.29.2.2.2
		B.2.30.2.1.1 – B.2.30.2.2.2
	% Completions w/o notice or <24hr	B.2.32.2.1.1 – B.2.32.2.2.2
	Mtce & Repair	B.3.1.2.1 – B.3.1.2.2
	Missed Repair Appointments	B.3.2.2.1 – B.3.2.2.2
	Customer Trouble Report Rate	B.3.3.2.1 – B.3.3.2.2
	Mtce Average Duration	B.3.4.2.1 – B.3.4.2.2
	Repeat Tbls w/l 30 days	B.3.5.2.1 – B.3.5.2.2
	Out of Service > 24 hours	
#6 -- Unbundled Local Switching	Ordering	Ordering
	Rejected Service Requests	B.1.1.1
		B.1.2.1
		B.1.3.1
	Reject Interval	B.1.4.1
		B.1.6.1.
		B.1.8.1
	FOC Timeliness	B.1.9.1
		B.1.11.1
		B.1.13.1
	FOC & Reject Comp	B.1.14.1
		B.1.15.1
		B.1.16.1
	FOC & Reject Comp (Multi-Resp)	B.1.17.1
		B.1.18.1
		B.1.19.1
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.1.1.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.1.2.3
	% Jeopardies	B.2.5.1
		B.2.6.1
	Avg Jeopardy Notice Interval	B.2.8.1
		B.2.9.1
		B.2.10.1
		B.2.11.1
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.1.2.2
	% Provision Troubles w/l 30 days	B.2.19.1.1.1 – B.2.19.1.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.21.1.2.2
		B.2.22.1.1.1 – B.2.22.1.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.24.1.2.2
		B.2.25.1.1.1 – B.2.25.1.2.2
		B.2.26.1.1.1 – B.2.26.1.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.28.1.2.2
		B.2.29.1.1.1 – B.2.29.1.2.2
		B.2.30.1.1.1 – B.2.30.1.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Completions w/o notice or <24hr	B.2.32.1.1.1 – B.2.32.1.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.1.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.1.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.1.2
	Repeat Tbls w/I 30 days	B.3.4.1.1 – B.3.4.1.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.1.2
#7 – Access to 911, E911, Operator Service & Directory Assistance	Operator Services (Toll)	F.6.1 – F.6.2
	Directory Assistance	F.7.1 – F.7.2
	E911	F.8.1 – F.8.3
#8 – White Pages Directory Listings	No Performance Measurements Relevant for this Checklist Item	
#9 – Access to Telephone Numbers	No Performance Measurements Relevant for this Checklist Item	
#10 – Access to Databases and associated signaling	Database Updates	
	1. Average Database Update Interval	F.13.1.1 – F.13.1.3
	2. Percent Database Update Accuracy	F.13.2.1 – F.13.2.3
	3. NXX / LRNs loaded by LERG effective date	F.13.3
#11 – Number Portability	% Rejected Service Requests	B.1.1.16, B.1.1.17, B.1.2.16, B.1.2.17, B.1.3.16, B.1.3.17
	Reject Interval	B.1.4.16, B.1.4.17, B.1.6.16, B.1.6.17, B.1.8.16, B.1.8.17
	FOC Timeliness	B.1.9.16, B.1.9.17, B.1.11.16, B.1.11.17, B.1.13.16, B.1.13.17
	FOC & Reject Comp	B.1.14.16, B.1.14.17, B.1.15.16, B.1.15.17, B.1.16.16, B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.16, B.1.17.17, B.1.18.16, B.1.18.17, B.1.19.16, B.1.19.17
	Provisioning	
	OCI	B.2.1.16.1.1 - B.2.1.17.2.2
	Held Orders	B.2.3.16.1.1 – B.2.3.17.2.3
	% Jeopardy	B.2.5.16, B.2.5.17 B.2.6.16, B.2.6.17
	Avg Jeopardy Notice Interval	B.2.8.16, B.2.8.17, B.2.9.16 B.2.9.17, B.2.10.16, B.2.10.17 B.2.11.16, B.2.11.17
	% Missed Installation Appoint LNP	B.2.18.16.1.1 – B.2.18.17.2
	% Provision Troubles w/I 30 days	B.2.19.16.1.1 – B.2.19.17.2.2
	Avg Completion Notice Inter.	B.2.21.16.1.1 – B.2.21.17.2.2 B.2.22.16.1.1 – B.2.22.17.2.2
	Total Svc Ord Cycle Time LNP	B.2.24.16.1.1 – B.2.24.17.2.2 B.2.25.16.1.1 – B.2.25.17.2.2 B.2.26.16.1.1 – B.2.26.17.2.2
	Total S O Cycle Time(offer) LNP	B.2.28.16.1.1 – B.2.28.17.2.2 B.2.29.16.1.1 – B.2.29.17.2.2 B.2.30.16.1.1 – B.2.30.17.2.2
	Disconnect Timeliness LNP	B.2.31.1 – B.2.31.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.12.1, B.3.1.12.2

Checklist Item	SQM Item	Attachment 1 Items
	Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/l 30 days Out of Service > 24 hours	B.3.2.12.1, B.3.2.12.2 B.3.3.12.1, B.3.3.12.2 B.3.4.12.1, B.3.4.12.2 B.3.5.12.1, B.3.5.12.2
#12 – Local Dialing Parity	No Performance Measurements Relevant for this Checklist Item	
#13 – Reciprocal Compensation	No Performance Measurements Relevant for this Checklist Item	
#14 – Resale	<u>Ordering</u> Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp) <u>Provisioning</u> Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval % Missed Installation Appoints % Provision Troubles w/l 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr Service Order Accuracy <u>Mtce & Repair</u> Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/l 30 days Out of Service > 24 hours Billing	 A.1.1.1 – A.1.3.6 A.1.4.1 – A.1.4.6 A.1.6.1 – A.1.6.6 A.1.8.1 – A.1.8.6 A.1.9.1 – A.1.9.6 A.1.11.1 – A.1.11.6 A.1.13.1 – A.1.13.6 A.1.14.1 – A.1.16.6 A.1.17.1 – A.1.19.6 A.2.1.1.1.1 – A.2.1.6.2.2 A.2.2.1.1.1 – A.2.2.6.2.3 A.2.4.1 – A.2.5.6 A.2.7.1 – A.2.8.6 A.2.9.1 – A.2.10.6 A.2.11.1.1.1 – A.2.11.6.2.2 A.2.12.1.1.1 – A.2.12.6.2.2 A.2.14.1.1.1 – A.2.15.6.2.2 A.2.17.1.1.1 – A.2.19.6.2.2 A.2.21.1.1.1 – A.2.23.6.2.2 A.2.24.1.1 – A.2.24.6.2.2 A.2.25.1.1.1 - A.2.25.3.2.2 A.3.1.1.1 – A.3.1.6.2 A.3.2.1.1 – A.3.2.6.2 A.3.3.1.1 – A.3.3.6.2 A.3.4.1.1 – A.3.4.6.2 A.3.5.1.1 – A.3.5.6.2 A.4.1 – A.4.2

ATTACHMENT 3B

Trunk Group Performance - Aggregate

Tennessee — Average blocking percentage by hour

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Aug-00	BellSouth	0.0084	0.0030	0.0006	0.0000	0.0006	0.0068	0.4921	0.0417	0.3249	0.1087	0.0699	0.0595	0.0587	0.1708	0.0415	0.0353	0.0112	0.0723	0.0544	0.0006	0.0096	0.0317	0.0862	0.0576
	CLEC	0.0000	0.0003	0.0894	0.0000	0.0000	0.0004	0.0356	0.0697	0.0445	0.0143	0.0122	0.0148	0.0171	0.0088	0.0273	0.0238	0.0409	0.0301	0.0031	0.0020	0.1757	0.2898	0.0140	0.0018
	Difference	0.0084	0.0027	-0.0888	0.0000	0.0006	0.0064	0.4565	-0.0281	0.2804	0.0944	0.0577	0.0447	0.0416	0.1620	0.0143	0.0115	-0.0297	0.0422	0.0514	-0.0014	-0.1661	-0.2581	0.0722	0.0558
Sep-00	BellSouth	0.0186	0.0186	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.8764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.7076	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0127	0.0014	0.0056	0.1885	0.0716	0.1263	0.0725	0.0659	0.0282	0.1653	0.5347	0.0177	0.0567	0.0425	0.0862	0.0556	0.0013	0.0082	0.0044	0.1681	0.0294
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.1070	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1798	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3439	-1.0716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626
Jun-01	BellSouth	0.0062	0.0008	0.0006	0.0002	0.0001	0.0060	0.7409	0.0491	0.0766	0.0290	0.0375	0.0733	0.0895	0.4859	0.0602	0.0386	0.0687	0.3005	0.1453	0.0072	0.0093	0.0101	0.5068	0.0395
	CLEC	0.0881	0.4622	0.0000	0.0057	0.0001	0.0010	0.0400	0.1337	0.0874	0.0679	0.0835	0.0706	0.0491	0.0568	0.0630	0.0393	0.0491	0.0368	0.0127	0.0213	0.0495	0.0811	0.0430	0.0173
	Difference	-0.0819	-0.4614	0.0006	-0.0054	0.0000	0.0049	0.7009	-0.0846	-0.0108	-0.0389	-0.0460	0.0027	0.0404	0.4291	-0.0028	-0.0007	0.0196	0.2637	0.1326	-0.0141	-0.0402	-0.0710	0.4637	0.0223
Jul-01	BellSouth	0.0110	0.0007	0.0000	0.0024	0.3008	0.4381	1.4967	0.1027	0.0651	0.0538	0.0305	0.0097	0.1283	0.2420	0.0214	0.0161	0.1469	0.6746	0.7498	0.0070	0.0121	0.0472	0.5523	0.0287
	CLEC	0.0024	0.0028	0.0032	0.0001	0.0000	0.0005	0.0414	0.0817	0.0396	0.0134	0.0195	0.0387	0.0384	0.0160	0.0084	0.0154	0.0172	0.0201	0.0142	0.0094	0.0133	0.0588	0.0726	0.0149
	Difference	0.0086	-0.0021	-0.0032	0.0023	0.3008	0.4375	1.4553	0.0210	0.0255	0.0404	0.0110	-0.0290	0.0899	0.2260	0.0130	0.0007	0.1297	0.6544	0.7356	-0.0024	-0.0012	-0.0116	0.4796	0.0138

ATTACHMENT 3A

Trunk Group Performance - Aggregate

Tennessee		Average blocking percentage by hour																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Jul-00	BellSouth	0.0166	0.0071	0.0011	0.0017	0.0000	0.0008	2.0138	0.1060	0.0354	0.2558	0.0235	0.1039	0.2420	0.8236	0.1510	0.0421	0.0654	0.0387	0.0352	0.0089	0.0138	0.0790	0.4188	0.0707
	CLEC	0.0802	0.1196	0.1097	0.0603	0.0024	0.0036	0.0258	0.0821	0.0392	0.0219	0.0093	0.0344	0.0499	0.0129	0.0520	0.0210	0.0407	0.0252	0.0114	0.0095	0.1095	0.1170	0.0479	0.0561
	Difference	-0.0636	-0.1125	-0.1086	-0.0586	-0.0024	-0.0028	1.9880	0.0238	-0.0037	0.2338	0.0142	0.0694	0.1922	0.8106	0.0990	0.0210	0.0246	0.0135	0.0238	-0.0006	-0.0957	-0.0379	0.3708	0.0146
Aug-00	BellSouth	0.0084	0.0030	0.0006	0.0000	0.0006	0.0068	0.4921	0.0417	0.3249	0.1087	0.0699	0.0595	0.0587	0.1708	0.0415	0.0353	0.0112	0.0723	0.0544	0.0006	0.0096	0.0317	0.0862	0.0576
	CLEC	0.0000	0.0003	0.0894	0.0000	0.0000	0.0004	0.0356	0.0697	0.0445	0.0143	0.0122	0.0148	0.0171	0.0088	0.0273	0.0238	0.0409	0.0301	0.0031	0.0020	0.1757	0.2898	0.0140	0.0018
	Difference	0.0084	0.0027	-0.0888	0.0000	0.0006	0.0064	0.4565	-0.0281	0.2804	0.0944	0.0577	0.0447	0.0416	0.1620	0.0143	0.0115	-0.0297	0.0422	0.0514	-0.0014	-0.1661	-0.2581	0.0722	0.0558
Sep-00	BellSouth	0.0186	0.0186	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.8764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.7076	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0127	0.0014	0.0056	0.1885	0.0716	0.1263	0.0725	0.0659	0.0282	0.1653	0.5347	0.0177	0.0567	0.0425	0.0862	0.0556	0.0013	0.0082	0.0044	0.1681	0.0294
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.1070	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1798	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3439	-1.0716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626
Jun-01	BellSouth	0.0062	0.0008	0.0006	0.0002	0.0001	0.0060	0.7409	0.0491	0.0766	0.0290	0.0375	0.0733	0.0895	0.4859	0.0602	0.0386	0.0687	0.3005	0.1453	0.0072	0.0093	0.0101	0.5068	0.0395
	CLEC	0.0881	0.4622	0.0000	0.0057	0.0001	0.0010	0.0400	0.1337	0.0874	0.0679	0.0835	0.0706	0.0491	0.0568	0.0630	0.0393	0.0491	0.0368	0.0127	0.0213	0.0495	0.0811	0.0430	0.0173
	Difference	-0.0819	-0.4614	0.0006	-0.0054	0.0000	0.0049	0.7009	-0.0846	-0.0108	-0.0389	-0.0460	0.0027	0.0404	0.4291	-0.0028	-0.0007	0.0196	0.2637	0.1326	-0.0141	-0.0402	-0.0710	0.4637	0.0223

ATTACHMENT 3

Trunk Group Performance - Aggregate

Tennessee		Average blocking percentage by hour																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Jun-00	BellSouth	0.0103	0.0080	0.0001	0.0000	0.0006	0.0086	0.1973	0.4838	0.2337	0.1663	0.0439	0.1385	0.1512	0.3371	0.1445	0.0167	0.1334	0.0451	0.0205	0.0019	0.0030	0.0457	0.0378	0.1031
	CLEC	0.0036	0.0006	0.0003	0.0007	0.0000	0.0011	0.0318	0.1030	0.0976	0.0217	0.0409	0.0568	0.0377	0.0193	0.0629	0.0392	0.0678	0.0414	0.0099	0.0030	0.0182	0.0710	0.0091	0.0069
	Difference	0.0066	0.0073	-0.0002	-0.0007	0.0006	0.0075	0.1654	0.3808	0.1362	0.1446	0.0030	0.0817	0.1135	0.3178	0.0816	-0.0225	0.0656	0.0038	0.0106	-0.0011	-0.0153	-0.0253	0.0287	0.0962
Jul-00	BellSouth	0.0166	0.0071	0.0011	0.0017	0.0000	0.0008	2.0138	0.1060	0.0354	0.2558	0.0235	0.1039	0.2420	0.8236	0.1510	0.0421	0.0654	0.0387	0.0352	0.0089	0.0138	0.0790	0.4188	0.0707
	CLEC	0.0802	0.1196	0.1097	0.0603	0.0024	0.0036	0.0258	0.0821	0.0392	0.0219	0.0093	0.0344	0.0499	0.0129	0.0520	0.0210	0.0407	0.0252	0.0114	0.0095	0.1095	0.1170	0.0479	0.0561
	Difference	-0.0636	-0.1125	-0.1086	-0.0586	-0.0024	-0.0028	1.9880	0.0238	-0.0037	0.2338	0.0142	0.0694	0.1922	0.8106	0.0990	0.0210	0.0246	0.0135	0.0238	-0.0006	-0.0957	-0.0379	0.3708	0.0146
Aug-00	BellSouth	0.0084	0.0030	0.0006	0.0000	0.0006	0.0068	0.4921	0.0417	0.3249	0.1087	0.0699	0.0595	0.0587	0.1708	0.0415	0.0353	0.0112	0.0723	0.0544	0.0006	0.0096	0.0317	0.0862	0.0576
	CLEC	0.0000	0.0003	0.0894	0.0000	0.0000	0.0004	0.0356	0.0697	0.0445	0.0143	0.0122	0.0148	0.0171	0.0088	0.0273	0.0238	0.0409	0.0301	0.0031	0.0020	0.1757	0.2898	0.0140	0.0018
	Difference	0.0084	0.0027	-0.0888	0.0000	0.0006	0.0064	0.4565	-0.0281	0.2804	0.0944	0.0577	0.0447	0.0416	0.1620	0.0143	0.0115	-0.0297	0.0422	0.0514	-0.0014	-0.1661	-0.2581	0.0722	0.0558
Sep-00	BellSouth	0.0186	0.0186	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.8764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.7076	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0127	0.0014	0.0056	0.1885	0.0716	0.1263	0.0725	0.0659	0.0282	0.1653	0.5347	0.0177	0.0567	0.0425	0.0862	0.0556	0.0013	0.0082	0.0044	0.1681	0.0294
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.1070	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1798	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3439	-1.0716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626

ATTACHMENT 2B

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 07/01/2001 - 07/31/2001

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		729	0	729	347	91	291	166	58	108	125	23.58%	42.96%	68.31%
#2		277	0	277	177	3	97	52	43	9	45	16.98%	46.39%	51.14%
#3		143	0	143	126	2	15	9	2	7	6	4.48%	40.00%	75.00%
#4		719	0	719	470	31	218	76	28	48	142	22.19%	65.14%	83.53%
#5		25	0	25	3	5	17	2	0	2	15	83.33%	88.24%	100.00%
#6		0	95	95	17	6	72	32	32	0	40	44.94%	55.56%	55.56%
#7		3	0	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#8		54	0	54	43	6	5	3	1	2	2	4.35%	40.00%	66.67%
#9		0	1555	1555	653	118	784	226	120	106	558	41.92%	71.17%	82.30%
#10		2	0	2	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#11		0	47	47	26	10	11	5	2	3	6	17.65%	54.55%	75.00%
#12		0	151	151	82	22	47	10	4	6	37	30.08%	78.72%	90.24%
#13		0	6	6	6	0	0	0	0	0	0	0.00%	0.00%	0.00%
#14		0	46	46	19	8	19	15	11	4	4	11.76%	21.05%	26.67%
#15		0	1674	1674	1573	101	0	0	0	0	0	0.00%	0.00%	0.00%
#16		708	0	708	203	7	498	58	18	40	440	66.57%	88.35%	96.07%
#17		1963	0	1963	251	33	1679	110	21	89	1569	85.23%	93.45%	98.68%
#18		19	0	19	7	9	3	2	0	2	1	12.50%	33.33%	100.00%
#19		0	13	13	8	0	5	2	2	0	3	23.08%	60.00%	60.00%
#20		925	0	925	740	113	72	40	24	16	32	4.02%	44.44%	57.14%
#21		10	0	10	2	0	8	1	1	0	7	70.00%	87.50%	87.50%
#22		0	29	29	13	2	14	10	4	6	4	19.05%	28.57%	50.00%
#23		0	60	60	42	10	8	6	0	6	2	4.55%	25.00%	100.00%
#24		2286	0	2286	963	243	1080	300	185	115	780	40.46%	72.22%	80.83%
#25		4	0	4	3	0	1	1	0	1	0	0.00%	0.00%	0.00%
#26		628	0	628	246	69	313	68	50	18	245	45.29%	78.27%	83.05%
#27		182	0	182	94	11	77	18	11	7	59	35.98%	76.62%	84.29%
#28		167	0	167	71	2	94	60	38	22	34	23.78%	36.17%	47.22%
#29		211	0	211	143	8	60	20	8	12	40	20.94%	66.67%	83.33%
EDI Subtotal		9055	0	9055	3892	634	4529	986	488	498	3543	44.72%	78.23%	87.89%
TAG Subtotal		0	3676	3676	2439	277	960	306	175	131	654	20.01%	68.13%	78.89%
TOTAL INTERFACES		**9055**	**3676**	**12731**	**6331**	**911**	**5489**	**1292**	**663**	**629**	**4197**	**37.50%**	**76.46%**	**86.36%**

ATTACHMENT 2A

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 06/01/2001 - 06/30/2001

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		72.88%	88.16%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.40%	
- RETAIL BUSINESS**		TBD	

****NOTE: BellSouth is reinstituting the reporting of business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	115	0	115	32	28	0	55	22	6	16	33	46.48%	60.00%	84.62%
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%
#3		0	3454	0	3454	570	666	0	2218	1967	151	1816	251	25.82%	11.32%	62.44%
#4		976	0	0	976	71	86	16	803	219	107	112	584	76.64%	72.73%	84.52%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		0	21	0	21	5	2	0	14	6	3	3	8	50.00%	57.14%	72.73%
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#9		915	0	0	915	107	112	0	696	38	28	10	658	82.98%	94.54%	95.92%
#10		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%
#11		1797	0	0	1797	228	182	3	1384	190	161	29	1194	75.43%	86.27%	88.12%
#12		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#14		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#15		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#16		2259	0	0	2259	290	285	36	1648	374	255	119	1274	70.04%	77.31%	83.32%
#17		359	0	0	359	19	28	1	311	25	23	2	286	87.20%	91.96%	92.56%
#18		286	0	0	286	36	32	3	215	72	66	6	143	58.37%	66.51%	68.42%
#19		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%
#20		0	0	6	6	0	2	0	4	3	3	0	1	25.00%	25.00%	25.00%
#21		38	0	0	38	15	7	2	14	9	8	1	5	17.86%	35.71%	38.46%
#22		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#23		0	0	1477	1477	209	253	8	1007	427	349	78	580	50.97%	57.60%	62.43%
#24		197	0	0	197	37	15	2	143	9	8	1	134	74.86%	93.71%	94.37%
#25		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#26		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#27		0	0	900	900	130	133	1	636	256	219	37	380	52.13%	59.75%	63.44%
#28		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%
#29		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#30		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#31		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%
#32		0	0	1287	1287	281	246	11	749	345	242	103	404	43.58%	53.94%	62.54%
#33		0	212	0	212	163	23	0	26	20	19	1	6	3.19%	23.08%	24.00%
#34		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%
#35		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#36		0	0	780	780	120	155	9	496	222	179	43	274	47.82%	55.24%	60.49%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		0	0	554	554	112	104	11	327	136	115	21	191	45.69%	58.41%	62.42%
#38		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%
#39		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#40		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%
#41		479	0	0	479	51	48	9	371	108	79	29	263	66.92%	70.89%	76.90%
#42		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%
#43		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#44		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#45		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#46		65	0	0	65	8	13	0	44	5	3	2	39	78.00%	88.64%	92.86%
#47		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%
#48		704	0	0	704	175	57	6	466	144	121	23	322	52.10%	69.10%	72.69%
#49		2090	0	0	2090	440	164	7	1479	403	324	79	1076	58.48%	72.75%	76.86%
#50		52	0	0	52	12	4	1	35	9	6	3	26	59.09%	74.29%	81.25%
#51		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#52		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%
#53		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#54		514	0	0	514	28	25	1	460	28	26	2	432	88.89%	93.91%	94.32%
#55		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#56		0	0	29	29	11	5	1	12	9	1	8	3	20.00%	25.00%	75.00%
#57		711	0	0	711	93	115	7	496	84	63	21	412	72.54%	83.06%	86.74%
#58		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#59		112	0	0	112	8	10	9	85	79	54	25	6	8.82%	7.06%	10.00%
#60		26	0	0	26	3	2	5	16	13	4	9	3	30.00%	18.75%	42.86%
#61		1083	0	0	1083	162	88	5	828	79	64	15	749	76.82%	90.46%	92.13%
#62		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%
#63		0	0	581	581	93	87	1	400	175	159	16	225	47.17%	56.25%	58.59%
#64		520	0	0	520	48	43	4	425	82	65	17	343	75.22%	80.71%	84.07%
#65		2076	0	0	2076	276	131	9	1660	142	121	21	1518	79.27%	91.45%	92.62%
#66		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%
#67		184	0	0	184	13	15	0	156	8	7	1	148	88.10%	94.87%	95.48%
#68		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#69		105	0	0	105	30	18	0	57	16	10	6	41	50.62%	71.93%	80.39%
#70		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#71		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#73		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#74		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%
#75		44	0	0	44	4	11	2	27	9	8	1	18	60.00%	66.67%	69.23%
#76		83	0	0	83	9	10	0	64	23	13	10	41	65.08%	64.06%	75.93%
#77		74	0	0	74	12	10	4	48	18	16	2	30	51.72%	62.50%	65.22%
#78		72	0	0	72	14	5	0	53	15	14	1	38	57.58%	71.70%	73.08%
#79		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#80		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#81		86	0	0	86	18	13	5	50	16	13	3	34	52.31%	68.00%	72.34%
#82		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%
#83		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#84		129	0	0	129	18	6	1	104	20	17	3	84	70.59%	80.77%	83.17%
#85		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#87		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#88		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#89		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#90		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#91		294	0	0	294	32	27	0	235	19	15	4	216	82.13%	91.91%	93.51%
#92		14	0	0	14	3	2	2	7	5	3	2	2	25.00%	28.57%	40.00%
#93		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		38	0	0	38	6	2	0	30	8	4	4	22	68.75%	73.33%	84.62%
#95		195	0	0	195	42	8	5	140	50	33	17	90	54.55%	64.29%	73.17%
#96		0	0	241	241	35	26	1	179	94	67	27	85	45.45%	47.49%	55.92%
#97		235	0	0	235	17	26	7	185	35	24	11	150	78.53%	81.08%	86.21%
#98		90	0	0	90	35	12	1	42	16	13	3	26	35.14%	61.90%	66.67%
#99		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%
#100		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#101		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%
#102		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#103		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%
#104		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#105		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#106		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%
#107		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#108		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%
#109		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#110		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#111		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%
#112		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#113		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#114		1000	0	0	1000	103	88	2	807	43	32	11	764	84.98%	94.67%	95.98%
#115		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%
#116		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%
#117		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#118		36	0	0	36	1	3	0	32	3	2	1	29	90.63%	90.63%	93.55%
#119		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#120		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%
#121		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%
#122		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%
#123		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%
#124		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#125		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%
#126		49	0	0	49	9	3	0	37	12	4	8	25	65.79%	67.57%	86.21%
#127		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%
#128		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#129		250	0	0	250	48	29	0	173	36	32	4	137	63.13%	79.19%	81.07%
#130		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#131		33	0	0	33	3	2	0	28	5	2	3	23	82.14%	82.14%	92.00%
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#133		0	58	0	58	14	7	0	37	10	3	7	27	61.36%	72.97%	90.00%
#134		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%
#135		135	0	0	135	11	1	0	123	2	2	0	121	90.30%	98.37%	98.37%
#136		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%
#137		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%
#138		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%
#139		880	0	0	880	82	28	1	769	71	66	5	698	82.51%	90.77%	91.36%
#140		1646	0	0	1646	133	95	5	1413	79	53	26	1334	87.76%	94.41%	96.18%
#141		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%
#142		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#143		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%
#144		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#145		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#146		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#148		33	0	0	33	16	6	0	11	7	6	1	4	15.38%	36.36%	40.00%
#149		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%
#150		196	0	0	196	19	20	0	157	9	7	2	148	85.06%	94.27%	95.48%
#151		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#152		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%
#153		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#154		106	0	0	106	21	11	0	74	20	13	7	54	61.36%	72.97%	80.60%
#155		0	0	397	397	70	30	4	293	70	61	9	223	62.99%	76.11%	78.52%
#156		966	0	0	966	138	74	10	744	131	105	26	613	71.61%	82.39%	85.38%
#157		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#158		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#159		230	0	0	230	28	21	0	181	6	3	3	175	84.95%	96.69%	98.31%
#160		424	0	0	424	203	30	8	183	89	68	21	94	25.75%	51.37%	58.02%
#161		55	0	0	55	1	1	0	53	5	5	0	48	88.89%	90.57%	90.57%
#162		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#163		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#164		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#165		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%
#166		214	0	0	214	42	23	5	144	49	40	9	95	53.67%	65.97%	70.37%
#167		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#168		111	0	0	111	23	6	4	78	38	31	7	40	42.55%	51.28%	56.34%
#169		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#170		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#171		952	0	0	952	65	61	0	826	19	16	3	807	90.88%	97.70%	98.06%
#172		780	0	0	780	84	129	1	566	68	60	8	498	77.57%	87.99%	89.25%
#173		75	0	0	75	20	10	2	43	14	13	1	29	46.77%	67.44%	69.05%
#174		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%
#175		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%
#176		342	0	0	342	30	27	1	284	37	36	1	247	78.91%	86.97%	87.28%
#177		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%
#178		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#179		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%
#180		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#181		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%
#182		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%
#183		414	0	0	414	103	61	0	250	26	13	13	224	65.88%	89.60%	94.51%
#184		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#185		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%
#186		0	0	9999	9999	5052	1320	96	3531	1548	1105	443	1983	24.36%	56.16%	64.22%
#187		8434	0	0	8434	447	820	38	7129	735	565	170	6394	86.34%	89.69%	91.88%
#188		2069	0	0	2069	281	105	6	1677	163	107	56	1514	79.60%	90.28%	93.40%
#189		77	0	0	77	2	20	2	53	39	22	17	14	36.84%	26.42%	38.89%
#190		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%
#191		43	0	0	43	2	7	0	34	14	7	7	20	68.97%	58.82%	74.07%
#192		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%
#193		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%
#194		96	0	0	96	5	16	0	75	4	4	0	71	88.75%	94.67%	94.67%
#195		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#196		120	0	0	120	52	9	1	58	18	16	2	40	37.04%	68.97%	71.43%
#197		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#198		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#200		65	0	0	65	19	15	0	31	12	12	0	19	38.00%	61.29%	61.29%
#201		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#202		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#203		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#204		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#205		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#206		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%
#207		10	0	0	10	0	2	3	5	3	3	0	2	40.00%	40.00%	40.00%
#208		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#209		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#210		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#211		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#212		333	0	0	333	92	34	1	206	81	70	11	125	43.55%	60.68%	64.10%
#213		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#214		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#215		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%
#216		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#217		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%
#218		47	0	0	47	9	4	0	34	30	25	5	4	10.53%	11.76%	13.79%
#219		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%
#220		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#221		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#222		0	0	982	982	126	58	15	783	82	42	40	701	80.67%	89.53%	94.35%
#223		422	0	0	422	19	30	0	373	8	7	1	365	93.35%	97.86%	98.12%
#224		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#225		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%
#226		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%
#227		0	0	4028	4028	116	68	15	3829	277	221	56	3552	91.33%	92.77%	94.14%
#228		8803	0	0	8803	658	388	5	7752	278	243	35	7474	89.24%	96.41%	96.85%
#229		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#230		0	0	3341	3341	56	454	29	2802	1182	822	360	1620	64.85%	57.82%	66.34%
#231		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#232		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#233		30	0	0	30	14	9	0	7	3	2	1	4	20.00%	57.14%	66.67%
#234		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#235		779	0	0	779	87	31	7	654	43	34	9	611	83.47%	93.43%	94.73%
#236		45	0	0	45	6	7	0	32	8	8	0	24	63.16%	75.00%	75.00%
#237		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%
#238		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#239		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%
#240		242	0	0	242	22	39	9	172	75	52	23	97	56.73%	56.40%	65.10%
#241		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#242		914	0	0	914	95	79	8	732	93	82	11	639	78.31%	87.30%	88.63%
#243		177	0	0	177	18	46	2	111	69	53	16	42	37.17%	37.84%	44.21%
#244		49	0	0	49	0	2	2	45	44	28	16	1	3.45%	2.22%	3.45%
#245		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%
#246		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#247		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%
#248		65	0	0	65	34	9	0	22	15	11	4	7	13.46%	31.82%	38.89%
#249		24305	0	0	24305	7393	3409	108	13395	4104	3046	1058	9291	47.09%	69.36%	75.31%
#250		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%
#251		0	0	251	251	46	59	1	145	33	29	4	112	59.89%	77.24%	79.43%
#252		392	0	0	392	55	82	1	254	81	70	11	173	58.05%	68.11%	71.19%
#253		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#254		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%
#255		0	0	7	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%
#256		26	0	0	26	8	3	0	15	7	6	1	8	36.36%	53.33%	57.14%
#257		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%
#258		24	0	0	24	1	7	2	14	7	6	1	7	50.00%	50.00%	53.85%

AGGREGATE ORDER TYPES																
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		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#259		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%
#260		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#261		124	0	0	124	26	6	3	89	27	22	5	62	56.36%	69.66%	73.81%
#262		3070	0	0	3070	226	358	2	2484	103	90	13	2381	88.28%	95.85%	96.36%
#263		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%
#264		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#265		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#266		0	0	14	14	7	3	0	4	1	1	0	3	27.27%	75.00%	75.00%
#267		36	0	0	36	8	2	1	25	6	4	2	19	61.29%	76.00%	82.61%
#268		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#269		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#270		0	0	61	61	30	7	0	24	14	11	3	10	19.61%	41.67%	47.62%
#271		49	0	0	49	6	4	0	39	14	13	1	25	56.82%	64.10%	65.79%
#272		0	18760	0	18760	3338	2248	7	13167	1960	1518	442	11207	69.77%	85.11%	88.07%
#273		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#274		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#275		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#278		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#279		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#280		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#281		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#282		17	0	0	17	4	0	1	12	5	3	2	7	50.00%	58.33%	70.00%
#283		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#284		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#285		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#286		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#287		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#288		108	0	0	108	23	8	3	74	17	10	7	57	63.33%	77.03%	85.07%
#289		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%
#290		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#291		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#292		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%
#293		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#294		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#295		0	0	267	267	101	53	7	106	45	34	11	61	31.12%	57.55%	64.21%

AGGREGATE ORDER TYPES																
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		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#296		792	0	0	792	167	105	15	505	204	149	55	301	48.78%	59.60%	66.89%
#297		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#298		8	0	0	8	5	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#299		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#300		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#301		482	0	0	482	31	32	4	415	62	50	12	353	81.34%	85.06%	87.59%
#302		184	0	0	184	28	13	1	142	24	20	4	118	71.08%	83.10%	85.51%
#303		848	0	0	848	69	84	10	685	377	181	196	308	55.20%	44.96%	62.99%
#304		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#305		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#306		25	0	0	25	0	5	4	16	14	12	2	2	14.29%	12.50%	14.29%
#307		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#308		279	0	0	279	13	38	0	228	24	22	2	204	85.36%	89.47%	90.27%
#309		35	0	0	35	5	7	1	22	12	7	5	10	45.45%	45.45%	58.82%
#310		0	0	25	25	2	4	0	19	5	1	4	14	82.35%	73.68%	93.33%
#311		35	0	0	35	14	0	0	21	15	11	4	6	19.35%	28.57%	35.29%
#312		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#313		26	0	0	26	10	2	2	12	7	6	1	5	23.81%	41.67%	45.45%
#314		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%
#315		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%
#316		5	0	0	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#317		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#318		18	0	0	18	5	3	1	9	4	1	3	5	45.45%	55.56%	83.33%
#319		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#320		916	0	0	916	216	174	6	520	243	190	53	277	40.56%	53.27%	59.31%
#321		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#322		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#323		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#324		3386	0	0	3386	427	224	8	2727	224	193	31	2503	80.15%	91.79%	92.84%
#325		0	0	3412	3412	520	321	55	2516	339	220	119	2177	74.63%	86.53%	90.82%
#326		15101	0	0	15101	385	979	10	13727	253	198	55	13474	95.85%	98.16%	98.55%
#327		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#328		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#329		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%
#330		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#331		190	0	0	190	35	23	1	131	27	23	4	104	64.20%	79.39%	81.89%
#332		0	2192	0	2192	1076	260	11	845	235	129	106	610	33.61%	72.19%	82.54%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING									FLOWTHROUGH	
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#333		221	0	0	221	75	20	1	125	53	44	9	72	37.70%	57.60%	62.07%
#334		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#335		59	0	0	59	17	12	1	29	13	8	5	16	39.02%	55.17%	66.67%
#336		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%
#337		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%
#338		706	0	0	706	75	63	13	555	146	124	22	409	67.27%	73.69%	76.74%
#339		135	0	0	135	19	7	2	107	42	31	11	65	56.52%	60.75%	67.71%
#340		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#341		615	0	0	615	99	38	5	473	120	100	20	353	63.95%	74.63%	77.92%
#342		1061	0	0	1061	222	165	14	660	305	241	64	355	43.40%	53.79%	59.56%
#343		45	0	0	45	27	3	0	15	12	10	2	3	7.50%	20.00%	23.08%
#344		1038	0	0	1038	147	39	1	851	46	30	16	805	81.98%	94.59%	96.41%
#345		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%
#346		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%
#347		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%
#348		374	0	0	374	52	44	5	273	85	68	17	188	61.04%	68.86%	73.44%
#349		41	0	0	41	4	5	0	32	12	12	0	20	55.56%	62.50%	62.50%
#350		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#351		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%
#352		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%
#353		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#354		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%
#355		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#356		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%
#357		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%
#358		24	0	0	24	2	9	3	10	8	5	3	2	22.22%	20.00%	28.57%
#359		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%
#360		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#361		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#362		579	0	0	579	39	38	1	501	23	16	7	478	89.68%	95.41%	96.76%
#363		100	0	0	100	22	11	0	67	29	25	4	38	44.71%	56.72%	60.32%
#364		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#365		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#366		0	0	13	13	6	0	0	7	1	1	0	6	46.15%	85.71%	85.71%
#367		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#368		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%
#369		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#370		67	0	0	67	8	10	3	46	10	8	2	36	69.23%	78.26%	81.82%
#371		2418	0	0	2418	487	266	9	1656	688	566	122	968	47.90%	58.45%	63.10%
#372		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%
#373		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%
#374		136	0	0	136	2	24	4	106	39	12	27	67	82.72%	63.21%	84.81%
#375		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%
#376		46	0	0	46	7	0	0	39	8	7	1	31	68.89%	79.49%	81.58%
#377		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#378		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%
#379		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%
#380		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%
#381		0	0	186	186	62	49	6	69	49	41	8	20	16.26%	28.99%	32.79%
#382		9347	0	0	9347	1178	641	106	7422	1863	1646	217	5559	66.31%	74.90%	77.15%
#383		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#384		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#385		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#386		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#387		71	0	0	71	6	12	2	51	22	18	4	29	54.72%	56.86%	61.70%
#388		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#389		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#390		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#391		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%
#392		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%
#393		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#394		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#395		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#396		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%
#397		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#398		82	0	0	82	51	10	0	21	6	3	3	15	21.74%	71.43%	83.33%
#399		549	0	0	549	55	62	4	428	44	34	10	384	81.18%	89.72%	91.87%
#400		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%
#401		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#402		168	0	0	168	39	10	2	117	47	36	11	70	48.28%	59.83%	66.04%
#403		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#404		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%
#405		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#406		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#407		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%
#408		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#409		523	0	0	523	77	59	20	367	156	125	31	211	51.09%	57.49%	62.80%
#410		0	560	0	560	109	61	2	388	128	101	27	260	55.32%	67.01%	72.02%
#411		664	0	0	664	108	110	8	438	146	125	21	292	55.62%	66.67%	70.02%
#412		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#413		2229	0	0	2229	116	177	6	1930	153	136	17	1777	87.58%	92.07%	92.89%
#414		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%
#415		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#416		701	0	0	701	43	42	1	615	27	18	9	588	90.60%	95.61%	97.03%
#417		1036	0	0	1036	131	134	8	763	183	167	16	580	66.06%	76.02%	77.64%
#418		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#419		0	0	21	21	9	8	0	4	0	0	0	4	30.77%	100.00%	100.00%
#420		42	0	0	42	4	9	0	29	5	5	0	24	72.73%	82.76%	82.76%
#421		123	0	0	123	22	12	2	87	27	27	0	60	55.05%	68.97%	68.97%
#422		0	152	0	152	52	20	3	77	43	38	5	34	27.42%	44.16%	47.22%
#423		1385	0	0	1385	222	166	35	962	528	448	80	434	39.31%	45.11%	49.21%
#424		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#425		2075	0	0	2075	221	218	25	1611	847	696	151	764	45.45%	47.42%	52.33%
#426		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#427		85	0	0	85	13	12	2	58	26	24	2	32	46.38%	55.17%	57.14%
#428		3281	0	0	3281	325	254	9	2693	164	112	52	2529	85.27%	93.91%	95.76%
#429		226	0	0	226	147	22	7	50	29	21	8	21	11.11%	42.00%	50.00%
#430		207	0	0	207	3	1	4	199	39	36	3	160	80.40%	80.40%	81.63%
#431		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#432		7	0	0	7	1	0	0	6	1	0	1	5	83.33%	83.33%	100.00%
#433		1397	0	0	1397	125	91	8	1173	111	81	30	1062	83.75%	90.54%	92.91%
#434		48	0	0	48	2	6	0	40	12	9	3	28	71.79%	70.00%	75.68%
#435		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#436		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#437		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
#438		608	0	0	608	134	114	15	345	197	150	47	148	34.26%	42.90%	49.66%
LENS Subtotal		215175	0	0	215175	29256	19129	1058	165732	23344	18359	4985	142388	74.94%	85.91%	88.58%
EDI Subtotal		0	61313	0	61313	10966	9731	68	40548	7619	4045	3574	32929	68.69%	81.21%	89.06%
TAG Subtotal		0	0	47859	47859	8042	5284	387	34146	6472	4860	1612	27674	68.20%	81.05%	85.06%
TOTAL INTERFACES		**215175**	**61313**	**47859**	**324347**	**48264**	**34144**	**1513**	**240426**	**37435**	**27264**	**10171**	**202991**	**72.88%**	**84.43%**	**88.16%**

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	8	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#2		0	34	0	34	1	4	0	29	12	0	12	17	94.44%	58.62%	100.00%
#3		8	0	0	8	2	4	0	2	1	1	0	1	25.00%	50.00%	50.00%
#4		0	4	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
#5		914	0	0	914	107	112	0	695	38	28	10	657	82.95%	94.53%	95.91%
#6		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%
#7		458	0	0	458	56	66	2	334	53	45	8	281	73.56%	84.13%	86.20%
#8		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#9		29	0	0	29	2	7	0	20	14	11	3	6	31.58%	30.00%	35.29%
#10		358	0	0	358	19	28	1	310	25	23	2	285	87.16%	91.94%	92.53%
#11		267	0	0	267	36	26	3	202	61	56	5	141	60.52%	69.80%	71.57%
#12		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%
#13		0	0	4	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#14		196	0	0	196	37	15	2	142	9	8	1	133	74.72%	93.66%	94.33%
#15		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#16		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%
#17		0	8	0	8	0	5	0	3	0	0	0	3	100.00%	100.00%	100.00%
#18		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#19		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%
#20		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%
#21		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#22		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%
#23		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#24		17	0	0	17	0	11	1	5	3	2	1	2	50.00%	40.00%	50.00%
#25		51	0	0	51	12	4	1	34	9	6	3	25	58.14%	73.53%	80.65%
#26		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#27		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%
#28		513	0	0	513	28	25	1	459	28	26	2	431	88.87%	93.90%	94.31%
#29		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#30		0	0	14	14	0	3	1	10	8	1	7	2	66.67%	20.00%	66.67%
#31		673	0	0	673	90	102	5	476	77	58	19	399	72.94%	83.82%	87.31%
#32		17	0	0	17	3	4	0	10	9	6	3	1	10.00%	10.00%	14.29%
#33		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#34		1079	0	0	1079	162	85	5	827	79	64	15	748	76.80%	90.45%	92.12%
#35		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%
#36		6	0	0	6	0	4	0	2	2	2	0	0	0.00%	0.00%	0.00%

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		2066	0	0	2066	273	130	9	1654	140	119	21	1514	79.43%	91.54%	92.71%
#38		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%
#39		182	0	0	182	13	15	0	154	8	7	1	146	87.95%	94.81%	95.42%
#40		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#41		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#42		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#43		66	0	0	66	6	6	0	54	18	10	8	36	69.23%	66.67%	78.26%
#44		2	0	0	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#45		49	0	0	49	13	5	1	30	6	5	1	24	57.14%	80.00%	82.76%
#46		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%
#47		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%
#49		281	0	0	281	31	21	0	229	18	14	4	211	82.42%	92.14%	93.78%
#50		13	0	0	13	3	2	2	6	4	2	2	2	28.57%	33.33%	50.00%
#51		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#52		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#53		83	0	0	83	35	11	1	36	14	12	2	22	31.88%	61.11%	64.71%
#54		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%
#55		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%
#56		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%
#57		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%
#58		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%
#59		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%
#60		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%
#61		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%
#62		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%
#63		998	0	0	998	103	88	2	805	43	32	11	762	84.95%	94.66%	95.97%
#64		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%
#65		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%
#66		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%
#67		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%
#68		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%
#69		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%
#70		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%
#71		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#72		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%
#73		214	0	0	214	35	20	0	159	22	18	4	137	72.11%	86.16%	88.39%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#74		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%
#75		30	0	0	30	2	2	0	26	4	2	2	22	84.62%	84.62%	91.67%
#76		0	7	0	7	2	0	0	5	4	0	4	1	33.33%	20.00%	100.00%
#77		131	0	0	131	10	1	0	120	2	2	0	118	90.77%	98.33%	98.33%
#78		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%
#79		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%
#80		874	0	0	874	80	28	1	765	71	66	5	694	82.62%	90.72%	91.32%
#81		1639	0	0	1639	132	95	4	1408	77	53	24	1331	87.80%	94.53%	96.17%
#82		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%
#83		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#84		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%
#85		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#86		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%
#87		178	0	0	178	18	17	0	143	6	4	2	137	86.16%	95.80%	97.16%
#88		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#89		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%
#90		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#91		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#92		224	0	0	224	28	21	0	175	4	3	1	171	84.65%	97.71%	98.28%
#93		6	0	0	6	2	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		43	0	0	43	1	1	0	41	1	1	0	40	95.24%	97.56%	97.56%
#95		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#96		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%
#97		41	0	0	41	5	5	0	31	13	9	4	18	56.25%	58.06%	66.67%
#98		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#99		948	0	0	948	64	60	0	824	17	14	3	807	91.19%	97.94%	98.29%
#100		777	0	0	777	83	129	1	564	68	60	8	496	77.62%	87.94%	89.21%
#101		31	0	0	31	7	2	0	22	2	1	1	20	71.43%	90.91%	95.24%
#102		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%
#103		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%
#104		321	0	0	321	25	21	0	275	33	32	1	242	80.94%	88.00%	88.32%
#105		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%
#106		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#107		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%
#108		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%
#109		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%
#110		406	0	0	406	99	61	0	246	25	12	13	221	66.57%	89.84%	94.85%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#112		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%
#113		0	0	17	17	3	6	2	6	6	2	4	0	0.00%	0.00%	0.00%
#114		78	0	0	78	4	68	0	6	1	1	0	5	50.00%	83.33%	83.33%
#115		2049	0	0	2049	281	101	6	1661	157	102	55	1504	79.70%	90.55%	93.65%
#116		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%
#117		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%
#118		94	0	0	94	5	15	0	74	4	4	0	70	88.61%	94.59%	94.59%
#119		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#121		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		40	0	0	40	8	12	0	20	8	8	0	12	42.86%	60.00%	60.00%
#123		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%
#124		8	0	0	8	0	2	3	3	3	3	0	0	0.00%	0.00%	0.00%
#125		297	0	0	297	84	33	1	179	69	60	9	110	43.31%	61.45%	64.71%
#126		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#127		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		10	0	0	10	0	3	0	7	6	5	1	1	16.67%	14.29%	16.67%
#129		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%
#130		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#131		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#132		21	0	0	21	4	16	0	1	1	1	0	0	0.00%	0.00%	0.00%
#133		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%
#134		0	0	4027	4027	116	68	15	3828	277	221	56	3551	91.33%	92.76%	94.14%
#135		8802	0	0	8802	658	388	5	7751	278	243	35	7473	89.24%	96.41%	96.85%
#136		0	0	3319	3319	54	448	29	2788	1172	813	359	1616	65.08%	57.96%	66.53%
#137		765	0	0	765	85	29	7	644	41	33	8	603	83.63%	93.63%	94.81%
#138		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%
#140		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#141		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%
#142		27	0	0	27	1	7	2	17	4	0	4	13	92.86%	76.47%	100.00%
#143		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#144		876	0	0	876	91	69	8	708	79	71	8	629	79.52%	88.84%	89.86%
#145		11	0	0	11	0	4	0	7	4	3	1	3	50.00%	42.86%	50.00%
#146		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%
#147		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%

AGGREGATE ORDER TYPES																
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		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#148		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%
#149		22766	0	0	22766	7149	3128	91	12398	3568	2642	926	8830	47.42%	71.22%	76.97%
#150		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%
#151		0	0	219	219	43	42	1	133	24	22	2	109	62.64%	81.95%	83.21%
#152		230	0	0	230	18	44	1	167	33	30	3	134	73.63%	80.24%	81.71%
#153		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%
#154		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#155		18	0	0	18	4	3	0	11	5	4	1	6	42.86%	54.55%	60.00%
#156		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%
#157		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%
#159		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#160		63	0	0	63	6	1	1	55	13	10	3	42	72.41%	76.36%	80.77%
#161		3064	0	0	3064	225	358	2	2479	102	89	13	2377	88.33%	95.89%	96.39%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#164		0	0	10	10	5	1	0	4	1	1	0	3	33.33%	75.00%	75.00%
#165		8	0	0	8	2	2	0	4	3	2	1	1	20.00%	25.00%	33.33%
#166		0	95	0	95	7	3	0	85	1	1	0	84	91.30%	98.82%	98.82%
#167		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#168		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#169		41	0	0	41	0	4	0	37	1	0	1	36	100.00%	97.30%	100.00%
#170		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%
#171		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#172		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%
#173		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#174		0	0	127	127	24	26	4	73	22	15	7	51	56.67%	69.86%	77.27%
#175		304	0	0	304	19	41	5	239	67	39	28	172	74.78%	71.97%	81.52%
#176		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#177		433	0	0	433	27	24	3	379	43	36	7	336	84.21%	88.65%	90.32%
#178		118	0	0	118	13	10	0	95	6	4	2	89	83.96%	93.68%	95.70%
#179		271	0	0	271	6	20	2	243	100	54	46	143	70.44%	58.85%	72.59%
#180		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#181		268	0	0	268	13	30	0	225	21	20	1	204	86.08%	90.67%	91.07%
#182		34	0	0	34	4	7	1	22	12	7	5	10	47.62%	45.45%	58.82%
#183		18	0	0	18	9	0	0	9	9	9	0	0	0.00%	0.00%	0.00%
#184		6	0	0	6	1	2	0	3	0	0	0	3	75.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#185		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%
#186		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%
#187		8	0	0	8	0	3	0	5	2	1	1	3	75.00%	60.00%	75.00%
#188		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%
#189		159	0	0	159	51	22	0	86	26	13	13	60	48.39%	69.77%	82.19%
#190		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#191		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#192		3384	0	0	3384	427	224	8	2725	224	193	31	2501	80.13%	91.78%	92.84%
#193		0	0	3355	3355	505	317	54	2479	313	209	104	2166	75.21%	87.37%	91.20%
#194		15096	0	0	15096	383	977	10	13726	253	198	55	13473	95.87%	98.16%	98.55%
#195		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%
#196		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%
#197		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%
#198		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#199		129	0	0	129	15	18	1	95	15	13	2	80	74.07%	84.21%	86.02%
#200		0	152	0	152	22	33	1	96	36	15	21	60	61.86%	62.50%	80.00%
#201		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#202		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%
#203		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%
#204		335	0	0	335	46	27	3	259	44	35	9	215	72.64%	83.01%	86.00%
#205		29	0	0	29	4	2	0	23	7	7	0	16	59.26%	69.57%	69.57%
#206		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#207		125	0	0	125	16	13	2	94	31	22	9	63	62.38%	67.02%	74.12%
#208		32	0	0	32	20	2	0	10	7	5	2	3	10.71%	30.00%	37.50%
#209		1036	0	0	1036	147	39	1	849	46	30	16	803	81.94%	94.58%	96.40%
#210		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%
#211		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%
#212		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%
#213		230	0	0	230	18	17	2	193	30	28	2	163	77.99%	84.46%	85.34%
#214		23	0	0	23	2	3	0	18	3	3	0	15	75.00%	83.33%	83.33%
#215		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%
#216		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%
#217		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%
#218		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%
#219		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%
#220		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%
#221		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#223		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%
#224		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%
#225		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#226		574	0	0	574	36	38	1	499	23	16	7	476	90.15%	95.39%	96.75%
#227		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#228		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#229		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%
#230		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%
#231		59	0	0	59	8	8	1	42	7	6	1	35	71.43%	83.33%	85.37%
#232		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%
#233		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%
#234		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%
#235		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
#236		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%
#237		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%
#238		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%
#239		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%
#240		287	0	0	287	46	38	4	199	36	31	5	163	67.92%	81.91%	84.02%
#241		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%
#242		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%
#243		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%
#244		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%
#245		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%
#246		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%
#247		50	0	0	50	32	7	0	11	1	0	1	10	23.81%	90.91%	100.00%
#248		548	0	0	548	54	62	4	428	44	34	10	384	81.36%	89.72%	91.87%
#249		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%
#250		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%
#251		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%
#252		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%
#253		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%
#254		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%
#255		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%
#256		30	0	0	30	3	1	1	25	3	2	1	22	81.48%	88.00%	91.67%
#257		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#258		2194	0	0	2194	113	169	6	1906	148	135	13	1758	87.64%	92.24%	92.87%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#259		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%
#260		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#261		693	0	0	693	38	42	1	612	25	17	8	587	91.43%	95.92%	97.19%
#262		1031	0	0	1031	131	134	8	758	179	166	13	579	66.10%	76.39%	77.72%
#263		56	0	0	56	5	7	0	44	8	8	0	36	73.47%	81.82%	81.82%
#264		0	12	0	12	8	1	0	3	1	1	0	2	18.18%	66.67%	66.67%
#265		145	0	0	145	12	9	0	124	21	19	2	103	76.87%	83.06%	84.43%
#266		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%
#267		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#268		49	0	0	49	11	7	2	29	11	10	1	18	46.15%	62.07%	64.29%
#269		3261	0	0	3261	322	254	9	2676	159	110	49	2517	85.35%	94.06%	95.81%
#270		42	0	0	42	2	12	6	22	10	8	2	12	54.55%	54.55%	60.00%
#271		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#272		1395	0	0	1395	125	91	8	1171	109	80	29	1062	83.82%	90.69%	92.99%
#273		36	0	0	36	1	5	0	30	8	5	3	22	78.57%	73.33%	81.48%
#274		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#275		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
LENS Subtotal		166308	0	0	166308	21917	14141	489	129761	12701	9975	2726	117060	78.59%	90.21%	92.15%
EDI Subtotal		0	33014	0	33014	3925	5964	15	23110	2870	1814	1056	20240	77.91%	87.58%	91.77%
TAG Subtotal		0	0	28697	28697	1368	2661	134	24534	2350	1687	663	22184	87.90%	90.42%	92.93%
TOTAL INTERFACES		**166308**	**33014**	**28697**	**228019**	**27210**	**22766**	**638**	**177405**	**17921**	**13476**	**4445**	**159484**	**79.67%**	**89.90%**	**92.21%**

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		19	0	0	19	0	6	0	13	11	10	1	2	16.67%	15.38%	16.67%
#5		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#6		5	0	0	5	0	1	1	3	2	2	0	1	33.33%	33.33%	33.33%
#7		0	0	10	10	2	0	0	8	3	1	2	5	62.50%	62.50%	83.33%
#8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#9		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#10		0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		0	0	10	10	0	1	0	9	6	4	2	3	42.86%	33.33%	42.86%
#12		0	11	0	11	0	5	0	6	3	3	0	3	50.00%	50.00%	50.00%
#13		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#14		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#15		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#16		5	0	0	5	2	0	0	3	2	2	0	1	20.00%	33.33%	33.33%
#17		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#18		12	0	0	12	1	6	0	5	1	1	0	4	66.67%	80.00%	80.00%
#19		57	0	0	57	8	14	0	35	14	8	6	21	56.76%	60.00%	72.41%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	0	15	15	11	2	0	2	1	0	1	1	8.33%	50.00%	100.00%
#23		34	0	0	34	3	12	1	18	5	3	2	13	68.42%	72.22%	81.25%
#24		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#25		24	0	0	24	3	0	5	16	13	4	9	3	30.00%	18.75%	42.86%
#26		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#27		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#28		28	0	0	28	4	5	0	19	7	4	3	12	60.00%	63.16%	75.00%
#29		10	0	0	10	3	1	0	6	2	2	0	4	44.44%	66.67%	66.67%
#30		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#32		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#33		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#34		17	0	0	17	3	4	0	10	5	3	2	5	45.45%	50.00%	62.50%
#35		6	0	0	6	0	2	1	3	1	1	0	2	66.67%	66.67%	66.67%
#36		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		37	0	0	37	5	8	4	20	10	8	2	10	43.48%	50.00%	55.56%
#38		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#39		13	0	0	13	1	6	0	6	1	1	0	5	71.43%	83.33%	83.33%
#40		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#41		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		9	0	0	9	0	2	0	7	3	2	1	4	66.67%	57.14%	66.67%
#44		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#46		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#48		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#49		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#50		7	0	0	7	1	0	1	5	2	0	2	3	75.00%	60.00%	100.00%
#51		27	0	0	27	16	2	0	9	7	6	1	2	8.33%	22.22%	25.00%
#52		18	0	0	18	1	3	0	14	3	3	0	11	73.33%	78.57%	78.57%
#53		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#54		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#55		35	0	0	35	0	4	1	30	12	7	5	18	72.00%	60.00%	72.00%
#56		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#57		6	0	0	6	0	0	0	6	2	0	2	4	100.00%	66.67%	100.00%
#58		12	0	0	12	0	0	0	12	4	4	0	8	66.67%	66.67%	66.67%
#59		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%
#60		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#61		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%
#62		70	0	0	70	18	1	4	47	25	22	3	22	35.48%	46.81%	50.00%
#63		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#64		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#65		44	0	0	44	13	8	2	21	12	12	0	9	26.47%	42.86%	42.86%
#66		21	0	0	21	5	6	1	9	4	4	0	5	35.71%	55.56%	55.56%
#67		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%
#68		8	0	0	8	4	0	0	4	1	1	0	3	37.50%	75.00%	75.00%
#69		0	0	11	11	10	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#70		62	0	0	62	6	8	0	48	12	11	1	36	67.92%	75.00%	76.60%
#71		20	0	0	20	0	4	0	16	6	5	1	10	66.67%	62.50%	66.67%
#72		32	0	0	32	2	4	1	25	11	11	0	14	51.85%	56.00%	56.00%
#73		28	0	0	28	2	0	0	26	6	5	1	20	74.07%	76.92%	80.00%

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#74		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#75		4	0	0	4	0	2	1	1	1	1	0	0	0.00%	0.00%	0.00%
#76		25	0	0	25	11	3	0	11	4	4	0	7	31.82%	63.64%	63.64%
#77		36	0	0	36	8	1	0	27	12	10	2	15	45.45%	55.56%	60.00%
#78		33	0	0	33	7	1	0	25	22	19	3	3	10.34%	12.00%	13.64%
#79		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#82		0	0	22	22	2	6	0	14	10	9	1	4	26.67%	28.57%	30.77%
#83		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		18	0	0	18	7	5	0	6	2	2	0	4	30.77%	66.67%	66.67%
#85		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#86		14	0	0	14	2	2	0	10	2	1	1	8	72.73%	80.00%	88.89%
#87		43	0	0	43	5	7	0	31	7	7	0	24	66.67%	77.42%	77.42%
#88		215	0	0	215	21	32	7	155	71	52	19	84	53.50%	54.19%	61.76%
#89		38	0	0	38	4	10	0	24	14	11	3	10	40.00%	41.67%	47.62%
#90		155	0	0	155	18	40	2	95	57	48	9	38	36.54%	40.00%	44.19%
#91		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		1499	0	0	1499	226	273	17	983	522	393	129	461	42.69%	46.90%	53.98%
#94		0	0	32	32	3	17	0	12	9	7	2	3	23.08%	25.00%	30.00%
#95		117	0	0	117	22	19	0	76	37	33	4	39	41.49%	51.32%	54.17%
#96		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#97		8	0	0	8	4	0	0	4	2	2	0	2	25.00%	50.00%	50.00%
#98		11	0	0	11	0	2	2	7	2	1	1	5	83.33%	71.43%	83.33%
#99		61	0	0	61	20	5	2	34	14	12	2	20	38.46%	58.82%	62.50%
#100		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#101		0	0	7	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
#102		34	0	0	34	8	2	0	24	6	4	2	18	60.00%	75.00%	81.82%
#103		0	0	51	51	25	6	0	20	13	10	3	7	16.67%	35.00%	41.18%
#104		41	0	0	41	4	2	0	35	11	11	0	24	61.54%	68.57%	68.57%
#105		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#106		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#108		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#110		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#111		13	0	0	13	3	0	1	9	5	3	2	4	40.00%	44.44%	57.14%
#112		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#113		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#114		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#115		0	0	136	136	75	25	3	33	23	19	4	10	9.62%	30.30%	34.48%
#116		384	0	0	384	93	23	10	258	129	102	27	129	39.81%	50.00%	55.84%
#117		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#118		6	0	0	6	4	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#119		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#121		49	0	0	49	4	8	1	36	19	14	5	17	48.57%	47.22%	54.84%
#122		58	0	0	58	12	3	0	43	14	12	2	29	54.72%	67.44%	70.73%
#123		577	0	0	577	63	64	8	442	277	127	150	165	46.48%	37.33%	56.51%
#124		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#125		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#126		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#127		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	11	11	2	4	0	5	1	0	1	4	66.67%	80.00%	100.00%
#129		17	0	0	17	5	0	0	12	6	2	4	6	46.15%	50.00%	75.00%
#130		15	0	0	15	8	0	0	7	6	5	1	1	7.14%	14.29%	16.67%
#131		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#132		10	0	0	10	5	0	1	4	2	0	2	2	28.57%	50.00%	100.00%
#133		571	0	0	571	117	45	5	404	187	151	36	217	44.74%	53.71%	58.97%
#134		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#135		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#136		61	0	0	61	20	5	0	36	12	10	2	24	44.44%	66.67%	70.59%
#137		0	504	0	504	238	88	6	172	59	41	18	113	28.83%	65.70%	73.38%
#138		78	0	0	78	19	8	0	51	16	13	3	35	52.24%	68.63%	72.92%
#139		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#140		57	0	0	57	16	11	1	29	13	8	5	16	40.00%	55.17%	66.67%
#141		367	0	0	367	29	36	8	294	102	89	13	192	61.94%	65.31%	68.33%
#142		106	0	0	106	15	5	2	84	35	24	11	49	55.68%	58.33%	67.12%
#143		22	0	0	22	5	9	1	7	6	5	1	1	9.09%	14.29%	16.67%
#144		861	0	0	861	202	103	10	546	254	201	53	292	42.01%	53.48%	59.23%
#145		13	0	0	13	7	1	0	5	5	5	0	0	0.00%	0.00%	0.00%
#146		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#147		104	0	0	104	30	10	2	62	37	29	8	25	29.76%	40.32%	46.30%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#148		18	0	0	18	2	2	0	14	9	9	0	5	31.25%	35.71%	35.71%
#149		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%
#150		22	0	0	22	2	8	3	9	8	5	3	1	12.50%	11.11%	16.67%
#151		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#152		99	0	0	99	22	11	0	66	28	24	4	38	45.24%	57.58%	61.29%
#153		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#154		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%
#155		8	0	0	8	0	2	2	4	3	2	1	1	33.33%	25.00%	33.33%
#156		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#157		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#158		38	0	0	38	7	0	0	31	6	6	0	25	65.79%	80.65%	80.65%
#159		0	0	92	92	15	30	5	42	40	35	5	2	3.85%	4.76%	5.41%
#160		871	0	0	871	262	113	9	487	239	213	26	248	34.30%	50.92%	53.80%
#161		53	0	0	53	6	3	1	43	16	13	3	27	58.70%	62.79%	67.50%
#162		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%
#163		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%
#164		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%
#165		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%
#166		29	0	0	29	18	2	0	9	4	2	2	5	20.00%	55.56%	71.43%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		167	0	0	167	39	10	2	116	46	35	11	70	48.61%	60.34%	66.67%
#169		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#170		474	0	0	474	69	55	13	337	148	120	28	189	50.00%	56.08%	61.17%
#171		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#172		58	0	0	58	23	11	1	23	18	14	4	5	11.90%	21.74%	26.32%
#173		35	0	0	35	3	8	0	24	5	1	4	19	82.61%	79.17%	95.00%
#174		8	0	0	8	5	0	0	3	2	1	1	1	14.29%	33.33%	50.00%
#175		5	0	0	5	0	0	0	5	4	1	3	1	50.00%	20.00%	50.00%
#176		0	0	6	6	0	6	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		67	0	0	67	17	5	2	43	19	19	0	24	40.00%	55.81%	55.81%
#179		0	140	0	140	44	19	3	74	42	37	5	32	28.32%	43.24%	46.38%
#180		1139	0	0	1139	204	125	21	789	459	387	72	330	35.83%	41.83%	46.03%
#181		44	0	0	44	4	18	2	20	18	18	0	2	8.33%	10.00%	10.00%
#182		35	0	0	35	2	5	0	28	14	13	1	14	48.28%	50.00%	51.85%
#183		20	0	0	20	3	0	0	17	5	2	3	12	70.59%	70.59%	85.71%
#184		184	0	0	184	145	10	1	28	19	13	6	9	5.39%	32.14%	40.91%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#185		6	0	0	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%
#186		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		6	0	0	6	1	0	0	5	1	0	1	4	80.00%	80.00%	100.00%
#188		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#189		12	0	0	12	1	1	0	10	4	4	0	6	54.55%	60.00%	60.00%
#190		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#191		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#192		11	0	0	11	8	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
LENS Subtotal		10449	0	0	10449	2097	1323	166	6863	3354	2604	750	3509	42.74%	51.13%	57.40%
EDI Subtotal		0	672	0	672	293	112	9	258	110	83	27	148	28.24%	57.36%	64.07%
TAG Subtotal		0	0	469	469	162	115	8	184	115	94	21	69	21.23%	37.50%	42.33%
TOTAL INTERFACES		**10449**	**672**	**469**	**11590**	**2552**	**1550**	**183**	**7305**	**3579**	**2781**	**798**	**3726**	**41.13%**	**51.01%**	**57.26%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	107	0	107	31	28	0	48	22	6	16	26	41.27%	54.17%	81.25%
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%
#3		0	3420	0	3420	569	662	0	2189	1955	151	1804	234	24.53%	10.69%	60.78%
#4		967	0	0	967	69	82	16	800	218	106	112	582	76.88%	72.75%	84.59%
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%
#7		0	17	0	17	4	2	0	11	4	2	2	7	53.85%	63.64%	77.78%
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%
#9		1339	0	0	1339	172	116	1	1050	137	116	21	913	76.02%	86.95%	88.73%
#10		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%
#11		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#12		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#13		2230	0	0	2230	288	278	36	1628	360	244	116	1268	70.44%	77.89%	83.86%
#14		33	0	0	33	15	6	1	11	7	6	1	4	16.00%	36.36%	40.00%
#15		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#16		0	0	1467	1467	207	253	8	999	424	348	76	575	50.88%	57.56%	62.30%
#17		0	0	896	896	130	130	1	635	256	219	37	379	52.06%	59.69%	63.38%
#18		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%
#19		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%
#20		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%
#21		0	0	1277	1277	281	245	11	740	339	238	101	401	43.59%	54.19%	62.75%
#22		0	193	0	193	163	13	0	17	17	16	1	0	0.00%	0.00%	0.00%
#23		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%
#24		0	0	778	778	120	155	9	494	221	178	43	273	47.81%	55.26%	60.53%
#25		0	0	551	551	112	104	11	324	135	114	21	189	45.54%	58.33%	62.38%
#26		474	0	0	474	49	48	9	368	106	77	29	262	67.53%	71.20%	77.29%
#27		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%
#28		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#29		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%
#30		63	0	0	63	8	12	0	43	5	3	2	38	77.55%	88.37%	92.68%
#31		688	0	0	688	173	48	6	461	143	120	23	318	52.05%	68.98%	72.60%
#32		2016	0	0	2016	432	139	6	1439	386	314	72	1053	58.53%	73.18%	77.03%
#33		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%
#34		4	0	0	4	0	1	1	2	2	2	0	0	0.00%	0.00%	0.00%
#35		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%
#36		93	0	0	93	5	5	9	74	69	48	21	5	8.62%	6.76%	9.43%

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Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		0	0	579	579	92	87	1	399	175	159	16	224	47.16%	56.14%	58.49%
#38		486	0	0	486	44	34	4	404	73	59	14	331	76.27%	81.93%	84.87%
#39		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#40		98	0	0	98	26	15	0	57	16	10	6	41	53.25%	71.93%	80.39%
#41		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#42		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#43		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%
#44		42	0	0	42	4	10	2	26	8	7	1	18	62.07%	69.23%	72.00%
#45		66	0	0	66	12	8	2	44	16	14	2	28	51.85%	63.64%	66.67%
#46		70	0	0	70	14	5	0	51	14	13	1	37	57.81%	72.55%	74.00%
#47		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%
#48		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%
#49		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%
#50		127	0	0	127	18	6	1	102	19	16	3	83	70.94%	81.37%	83.84%
#51		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#52		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%
#53		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#54		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%
#55		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#56		35	0	0	35	4	2	0	29	7	4	3	22	73.33%	75.86%	84.62%
#57		186	0	0	186	41	8	5	132	48	32	16	84	53.50%	63.64%	72.41%
#58		0	0	240	240	35	26	1	178	93	66	27	85	45.70%	47.75%	56.29%
#59		226	0	0	226	17	24	7	178	32	22	10	146	78.92%	82.02%	86.90%
#60		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%
#61		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%
#62		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#63		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%
#64		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%
#65		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%
#66		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%
#67		35	0	0	35	1	2	0	32	3	2	1	29	90.63%	90.63%	93.55%
#68		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%
#69		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%
#70		46	0	0	46	7	3	0	36	12	4	8	24	68.57%	66.67%	85.71%
#71		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#72		36	0	0	36	13	9	0	14	14	14	0	0	0.00%	0.00%	0.00%
#73		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#74		0	51	0	51	12	7	0	32	6	3	3	26	63.41%	81.25%	89.66%
#75		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%
#76		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%
#77		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%
#78		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#79		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%
#80		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#81		96	0	0	96	18	10	0	68	17	10	7	51	64.56%	75.00%	83.61%
#82		0	0	396	396	70	30	4	292	70	61	9	222	62.89%	76.03%	78.45%
#83		928	0	0	928	138	68	9	713	119	98	21	594	71.57%	83.31%	85.84%
#84		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%
#85		418	0	0	418	201	28	8	181	87	66	21	94	26.04%	51.93%	58.75%
#86		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#87		205	0	0	205	41	22	5	137	46	37	9	91	53.85%	66.42%	71.09%
#88		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#89		0	0	9971	9971	5039	1314	94	3524	1541	1102	439	1983	24.41%	56.27%	64.28%
#90		8294	0	0	8294	437	744	38	7075	722	553	169	6353	86.52%	89.80%	91.99%
#91		45	0	0	45	0	16	1	28	28	11	17	0	0.00%	0.00%	0.00%
#92		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%
#93		15	0	0	15	0	7	0	8	8	2	6	0	0.00%	0.00%	0.00%
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#95		115	0	0	115	51	7	0	57	17	15	2	40	37.74%	70.18%	72.73%
#96		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#98		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#100		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%
#101		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%
#102		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#103		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#104		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%
#105		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#106		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%
#107		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#108		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%
#109		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%
#110		4	0	0	4	2	0	0	2	2	1	1	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#111		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
#112		0	0	977	977	123	57	15	782	81	42	39	701	80.95%	89.64%	94.35%
#113		401	0	0	401	15	14	0	372	7	6	1	365	94.56%	98.12%	98.38%
#114		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#115		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%
#116		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#117		12	0	0	12	7	4	0	1	1	0	1	0	0.00%	0.00%	0.00%
#118		11	0	0	11	0	2	0	9	8	2	6	1	33.33%	11.11%	33.33%
#119		45	0	0	45	0	0	2	43	43	27	16	0	0.00%	0.00%	0.00%
#120		64	0	0	64	34	8	0	22	15	11	4	7	13.46%	31.82%	38.89%
#121		40	0	0	40	18	8	0	14	14	11	3	0	0.00%	0.00%	0.00%
#122		45	0	0	45	15	19	0	11	11	7	4	0	0.00%	0.00%	0.00%
#123		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#124		10	0	0	10	1	4	0	5	5	5	0	0	0.00%	0.00%	0.00%
#125		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%
#126		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#127		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#129		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#130		0	18665	0	18665	3331	2245	7	13082	1959	1517	442	11123	69.64%	85.03%	88.00%
#131		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#132		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#133		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#134		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#135		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#136		67	0	0	67	23	4	3	37	16	10	6	21	38.89%	56.76%	67.74%
#137		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#138		0	0	4	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139		104	0	0	104	55	41	0	8	8	8	0	0	0.00%	0.00%	0.00%
#140		8	0	0	8	3	0	1	4	4	4	0	0	0.00%	0.00%	0.00%
#141		21	0	0	21	0	4	4	13	13	11	2	0	0.00%	0.00%	0.00%
#142		11	0	0	11	0	8	0	3	3	2	1	0	0.00%	0.00%	0.00%
#143		0	0	14	14	0	0	0	14	4	1	3	10	90.91%	71.43%	90.91%
#144		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#145		5	0	0	5	1	0	2	2	1	1	0	1	33.33%	50.00%	50.00%
#146		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#147		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#148		186	0	0	186	48	107	1	30	30	26	4	0	0.00%	0.00%	0.00%
#149		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#150		0	0	54	54	15	4	1	34	26	11	15	8	23.53%	23.53%	42.11%
#151		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#152		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#153		0	1536	0	1536	816	139	4	577	140	73	67	437	32.96%	75.74%	85.69%
#154		141	0	0	141	56	12	1	72	37	31	6	35	28.69%	48.61%	53.03%
#155		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		4	0	0	4	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#157		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#158		592	0	0	592	94	28	4	466	114	95	19	352	65.06%	75.54%	78.75%
#159		75	0	0	75	4	49	2	20	20	18	2	0	0.00%	0.00%	0.00%
#160		40	0	0	40	4	17	1	18	18	11	7	0	0.00%	0.00%	0.00%
#161		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#162		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#163		2417	0	0	2417	487	266	9	1655	688	566	122	967	47.87%	58.43%	63.08%
#164		133	0	0	133	1	23	4	105	39	12	27	66	83.54%	62.86%	84.62%
#165		0	0	94	94	47	19	1	27	9	6	3	18	25.35%	66.67%	75.00%
#166		8189	0	0	8189	870	490	93	6736	1588	1402	186	5148	69.38%	76.43%	78.60%
#167		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#168		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#169		18	0	0	18	0	9	1	8	6	5	1	2	28.57%	25.00%	28.57%
#170		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#171		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#172		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		19	0	0	19	5	3	6	5	5	3	2	0	0.00%	0.00%	0.00%
#175		0	559	0	559	109	61	2	387	127	101	26	260	55.32%	67.18%	72.02%
#176		606	0	0	606	85	99	7	415	128	111	17	287	59.42%	69.16%	72.11%
#177		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#178		0	0	15	15	9	2	0	4	0	0	0	4	30.77%	100.00%	100.00%
#179		41	0	0	41	4	8	0	29	5	5	0	24	72.73%	82.76%	82.76%
#180		101	0	0	101	6	32	14	49	48	42	6	1	2.04%	2.04%	2.33%
#181		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#182		2026	0	0	2026	217	197	23	1589	827	676	151	762	46.04%	47.95%	52.99%
#183		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#184		201	0	0	201	0	1	4	196	38	35	3	158	81.87%	80.61%	81.87%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#185		597	0	0	597	126	114	15	342	194	147	47	148	35.15%	43.27%	50.17%
LENS Subtotal		38418	0	0	38418	5242	3665	403	29108	7289	5780	1509	21819	66.44%	74.96%	79.06%
EDI Subtotal		0	27627	0	27627	6748	3655	44	17180	4639	2148	2491	12541	58.50%	73.00%	85.38%
TAG Subtotal		0	0	18693	18693	6512	2508	245	9428	4007	3079	928	5421	36.11%	57.50%	63.78%
TOTAL INTERFACES		**38418**	**27627**	**18693**	**84738**	**18502**	**9828**	**692**	**55716**	**15935**	**11007**	**4928**	**39781**	**57.41%**	**71.40%**	**78.33%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 06/01/2001 - 06/30/2001

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		54.30%	91.83%

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		322	0	322	167	11	144	83	65	18	61	20.82%	42.36%	48.41%
#2		621	0	621	274	57	290	55	31	24	235	43.52%	81.03%	88.35%
#3		0	31	31	17	3	11	10	1	9	1	5.26%	9.09%	50.00%
#4		4	0	4	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#5		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#6		0	1588	1588	633	124	831	302	149	153	529	40.35%	63.66%	78.02%
#7		677	0	677	548	55	74	32	20	12	42	6.89%	56.76%	67.74%
#8		0	41	41	22	5	14	8	4	4	6	18.75%	42.86%	60.00%
#9		0	1496	1496	1418	78	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	174	97	7	70	28	16	12	42	27.10%	60.00%	72.41%
#11		9	0	9	3	2	4	3	2	1	1	16.67%	25.00%	33.33%
#12		0	85	85	27	8	50	11	9	2	39	52.00%	78.00%	81.25%
#13		2046	0	2046	735	156	1155	241	129	112	914	51.41%	79.13%	87.63%
#14		0	217	217	112	23	82	17	11	6	65	34.57%	79.27%	85.53%
#15		2746	0	2746	308	29	2409	103	44	59	2306	86.76%	95.72%	98.13%
#16		94	0	94	68	4	22	7	0	7	15	18.07%	68.18%	100.00%
#17		0	2	2	0	2	0	0	0	0	0	0.00%	0.00%	0.00%
#18		152	0	152	145	0	7	5	0	5	2	1.36%	28.57%	100.00%
#19		4239	0	4239	519	83	3637	230	66	164	3407	85.35%	93.68%	98.10%
#20		0	83	83	40	5	38	13	3	10	25	36.76%	65.79%	89.29%
#21		7	0	7	3	0	4	4	3	1	0	0.00%	0.00%	0.00%
#22		1013	0	1013	636	45	332	116	41	75	216	24.19%	65.06%	84.05%
#23		0	18	18	7	0	11	8	6	2	3	18.75%	27.27%	33.33%
#24		362	0	362	150	17	195	83	64	19	112	34.36%	57.44%	63.64%
#25		13	0	13	1	2	10	0	0	0	10	90.91%	100.00%	100.00%
#26		370	0	370	189	9	172	76	59	17	96	27.91%	55.81%	61.94%

ATTACHMENT 2

REPORT: PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 05/01/2001 - 05/31/2001

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		78.44%	86.82%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.20%	
- RETAIL BUSINESS**		TBD	

****NOTE: BellSouth is reinstituting the reporting of business retail flow-through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow-through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete.**

ATTACHMENT 1B

BellSouth Monthly State Summary

Tennessee, July 2001

			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			8.49%	15,729				Diagnostic
A.1.1.2	O-7	Business/TN(%)	Diagnostic			15.11%	331				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			42.60%	2,547				Diagnostic
A.1.2.2	O-7	Business/TN(%)	Diagnostic			38.40%	250				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)	Diagnostic			0.00%	1				Diagnostic
A.1.2.4	O-7	PBX/TN(%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/TN(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)	Diagnostic			42.42%	99				Diagnostic
A.1.3.2	O-7	Business/TN(%)	Diagnostic			34.13%	167				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)	Diagnostic			25.00%	12				Diagnostic
A.1.3.4	O-7	PBX/TN(%)	Diagnostic			0.00%	4				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)	Diagnostic			100.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)	Diagnostic			36.36%	33				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr			94.01%	1,336				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr			100.00%	50				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 - 24 hours										
A.1.5.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.2	O-8	Business/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
	Reject Interval - Partially Mechanized - 18 hours										
A.1.6.1	O-8	Residence/TN(%)	>= 85% w in 18 hrs			97.79%	1,085				YES
A.1.6.2	O-8	Business/TN(%)	>= 85% w in 18 hrs			97.92%	96				YES
A.1.6.3	O-8	Design (Specials)/TN(%)	>= 85% w in 18 hrs								
A.1.6.4	O-8	PBX/TN(%)	>= 85% w in 18 hrs								
A.1.6.5	O-8	Centrex/TN(%)	>= 85% w in 18 hrs								
A.1.6.6	O-8	ISDN/TN(%)	>= 85% w in 18 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs			97.62%	42				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs			98.25%	57				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs								
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs			100.00%	1				YES
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs			100.00%	12				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs			99.09%	13,143				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs			98.80%	167				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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										
A.1.10.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.2	O-9	Business/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
	FOC Timeliness - Partially Mechanized - 18 hours										
A.1.11.1	O-9	Residence/TN(%)	>= 85% w in 18 hrs			94.68%	1,692				YES
A.1.11.2	O-9	Business/TN(%)	>= 85% w in 18 hrs			97.67%	172				YES
A.1.11.3	O-9	Design (Specials)/TN(%)	>= 85% w in 18 hrs			100.00%	1				YES
A.1.11.4	O-9	PBX/TN(%)	>= 85% w in 18 hrs								
A.1.11.5	O-9	Centrex/TN(%)	>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/TN(%)	>= 85% w in 18 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs			98.44%	64				YES
A.1.13.2	O-9	Business/TN(%)	>= 85% w in 36 hrs			100.00%	109				YES
A.1.13.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs			85.71%	7				YES
A.1.13.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs			100.00%	12				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11	Residence/TN(%)	>= 95%			92.08%	15,729				NO
A.1.14.2	O-11	Business/TN(%)	>= 95%			65.56%	331				NO
A.1.14.3	O-11	Design (Specials)/TN(%)	>= 95%								
A.1.14.4	O-11	PBX/TN(%)	>= 95%								
A.1.14.5	O-11	Centrex/TN(%)	>= 95%								
A.1.14.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11	Residence/TN(%)	>= 95%			100.00%	2,547				YES
A.1.15.2	O-11	Business/TN(%)	>= 95%			100.00%	250				YES
A.1.15.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.15.4	O-11	PBX/TN(%)	>= 95%								
A.1.15.5	O-11	Centrex/TN(%)	>= 95%								
A.1.15.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN(%)	>= 95%			98.59%	142				YES
A.1.16.2	O-11	Business/TN(%)	>= 95%			95.11%	225				YES
A.1.16.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	7				YES
A.1.16.4	O-11	PBX/TN(%)	>= 95%			75.00%	4				NO
A.1.16.5	O-11	Centrex/TN(%)	>= 95%			50.00%	2				NO
A.1.16.6	O-11	ISDN/TN(%)	>= 95%			96.97%	33				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11	Residence/TN(%)	>= 95%			99.99%	14,484				YES
A.1.17.2	O-11	Business/TN(%)	>= 95%			100.00%	217				YES
A.1.17.3	O-11	Design (Specials)/TN(%)	>= 95%								
A.1.17.4	O-11	PBX/TN(%)	>= 95%								
A.1.17.5	O-11	Centrex/TN(%)	>= 95%								
A.1.17.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1	O-11	Residence/TN(%)	>= 95%			94.74%	2,547				NO
A.1.18.2	O-11	Business/TN(%)	>= 95%			92.40%	250				NO

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.3	O-11	Design (Specials)/TN(%)		>= 95%			100.00%	1				YES
A.1.18.4	O-11	PBX/TN(%)		>= 95%								
A.1.18.5	O-11	Centrex/TN(%)		>= 95%								
A.1.18.6	O-11	ISDN/TN(%)		>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/TN(%)		>= 95%			89.29%	140				NO
A.1.19.2	O-11	Business/TN(%)		>= 95%			91.59%	214				NO
A.1.19.3	O-11	Design (Specials)/TN(%)		>= 95%			100.00%	7				YES
A.1.19.4	O-11	PBX/TN(%)		>= 95%			100.00%	3				YES
A.1.19.5	O-11	Centrex/TN(%)		>= 95%			100.00%	1				YES
A.1.19.6	O-11	ISDN/TN(%)		>= 95%			100.00%	32				YES
	Resale - Provisioning											
	Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN(days)		Res	6.43	13,242	5.30	449	5.559	0.26677	4.2250	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN(days)		Res	0.92	241,446	0.74	10,458	1.129	0.01128	15.8272	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN(days)		Res	7.64	13			5.945			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN(days)		Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN(days)		Bus	3.31	7,725	1.99	78	6.321	0.71926	1.8253	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN(days)		Bus	1.30	12,145	0.82	223	3.605	0.24363	1.9808	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN(days)		Bus	14.28	68			17.358			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN(days)		Bus	1.17	2			1.181			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN(days)		Design	21.48	1,705	11.00	1	23.552	23.55861	0.4450	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)		Design	7.07	43			5.745			
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN(days)		Design	8.50	4			5.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)		Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN(days)		PBX	21.53	60			17.687			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN(days)		PBX	4.73	147	23.00	1	10.653	10.68887	-1.7093	NO
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN(days)		PBX	0.33	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN(days)		PBX	0.66	19	3.00	1	0.630	0.64626	-3.6143	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN(days)		Centrex	8.06	212			13.987			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN(days)		Centrex	1.70	555			3.522			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN(days)		Centrex	26.69	13			21.527			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN(days)		Centrex	6.75	25			14.429			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN(days)		ISDN	32.09	884			27.737			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN(days)		ISDN	2.39	878	2.60	5	6.916	3.10177	-0.0682	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN(days)		ISDN	11.00	3			0.000			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN(days)		ISDN	3.54	11			3.523			
	Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN(days)		Res	11.21	149	1.00	1	11.204	11.24174	0.9086	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN(days)		Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN(days)		Res	14.36	14	0.00	0	13.420			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN(days)		Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN(days)		Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN(days)		Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN(days)		Bus	7.05	21	0.00	0	5.792			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	9.00	3	0.00	0	8.888			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	13.75	8	0.00	0	13.003			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	73.00	7	21.00	1	63.642	68.03637	0.7643	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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN(days)	Centrex	0.00	0						
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN(days)	Centrex	0.00	0						
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN(days)	Centrex	0.00	0						
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN(days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN(days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN(days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN(days)	ISDN	91.57	14	0.00	0	134.683			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	14.00	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	0.47%	270,761	0.21%	11,535		0.00065	4.0587	YES
A.2.4.2	P-2	Business/TN(%)	Bus	1.73%	20,473	0.58%	344		0.00709	1.6195	YES
A.2.4.3	P-2	Design (Specials)/TN(%)	Design	37.18%	2,020	0.00%	155		0.04028	9.2300	YES
A.2.4.4	P-2	PBX/TN(%)	PBX	4.64%	237	0.00%	1		0.21082	0.2202	YES
A.2.4.5	P-2	Centrex/TN(%)	Centrex	4.10%	804						
A.2.4.6	P-2	ISDN/TN(%)	ISDN	6.40%	1,874	0.00%	5		0.10963	0.5841	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN(%)	Diagnostic			0.96%	104				Diagnostic
A.2.5.2	P-2	Business/TN(%)	Diagnostic			1.69%	59				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN(%)	Diagnostic			33.33%	3				Diagnostic
A.2.5.4	P-2	PBX/TN(%)	Diagnostic			20.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/TN(%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/TN(%)	Diagnostic			0.00%	9				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN(hours)	>= 48 hrs			220.00	24				YES
A.2.7.2	P-2	Business/TN(hours)	>= 48 hrs			192.00	2				YES
A.2.7.3	P-2	Design (Specials)/TN(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN(hours)	Diagnostic			24.00	1				Diagnostic
A.2.8.2	P-2	Business/TN(hours)	Diagnostic			120.00	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/TN(hours)	Diagnostic			24.00	1				Diagnostic
A.2.8.4	P-2	PBX/TN(hours)	Diagnostic			672.00	1				Diagnostic
A.2.8.5	P-2	Centrex/TN(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN(%)	95% >= 48 hrs								
A.2.9.2	P-2	Business/TN(%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.3	P-2	Design (Specials)/TN(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/TN(%)	Diagnostic			100.00%	22				Diagnostic
A.2.10.2	P-2	Business/TN(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/TN(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/TN(%)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.10.5	P-2	Centrex/TN(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)	Res	10.04%	15,651	5.35%	505		0.01359	3.4529	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)	Res	0.06%	254,591	0.09%	11,193		0.00024	-1.2772	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)	Res	27.78%	18						
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	3.31%	8,044	2.94%	102		0.01782	0.2052	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)	Bus	0.06%	12,264	0.34%	298		0.00140	-1.9888	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)	Bus	4.05%	74						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)	Bus	0.00%	2						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)	Design	4.56%	1,710	0.00%	155		0.01750	2.6062	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	Design	4.65%	43	0.00%	1		0.21303	0.2183	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)	Design	0.00%	4						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)	PBX	5.00%	60						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)	PBX	1.91%	157	25.00%	4		0.06932	-3.3308	NO
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)	PBX	0.00%	1						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	20	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)	Centrex	5.58%	215						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)	Centrex	0.00%	560						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN(%)	Centrex	21.43%	14						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN(%)	Centrex	0.00%	27						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)	ISDN	2.79%	896	0.00%	3		0.09524	0.2930	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN	0.22%	891	0.00%	11		0.01436	0.1563	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)	ISDN	0.00%	3						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN	8.33%	12						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)	Res	8.64%	15,854	10.00%	510		0.01264	-1.0802	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)	Res	3.38%	264,953	4.07%	10,982		0.00176	-3.9211	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)	Res	0.00%	11						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)	Res	0.00%	3						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN(%)	Bus	4.28%	8,271	8.93%	112		0.01925	-2.4143	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)	Bus	3.76%	14,242	6.19%	307		0.01097	-2.2177	NO
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)	Bus	10.00%	80	0.00%	3		0.17642	0.5668	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)	Bus	0.00%	13	0.00%	1		0.00000		YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)	Design	4.42%	1,990	0.00%	7		0.07784	0.5681	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	Design	0.13%	753	0.00%	46		0.00553	0.2401	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)	Design	0.00%	6						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	Design	0.00%	14	0.00%	1		0.00000		YES
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)	PBX	4.08%	49						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	147	0.00%	7		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	29						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)	Centrex	1.87%	214						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)	Centrex	0.00%	588	0.00%	2		0.00000		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	0.00%	39						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)	ISDN	0.00%	730	0.00%	4		0.00000		YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN	0.00%	494	0.00%	16		0.00000		YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN	0.00%	1						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)	Res	1.63	11,020	0.14	403	15.877	0.80523	1.8413	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)	Res	1.33	194,005	0.75	9,672	6.525	0.06798	8.4976	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN(hours)	Res	0.50	14			0.781			
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	3.19	3,149	0.32	70	17.454	2.10920	1.3612	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)	Bus	1.61	8,574	0.72	151	10.529	0.86435	1.0302	YES

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A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN(hours)	Bus	2.95	52			7.818			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN(hours)	Bus	0.42	1			0.000			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)	Design	117.12	1,194			279.680			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)	Design	42.83	39			92.099			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)	Design	18.78	4			13.101			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)	PBX	119.27	38			99.454			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)	PBX	36.14	110	0.00	1	170.794	171.56868	0.2106	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)	PBX	0.57	17			0.232			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)	Centrex	2.56	132			10.117			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)	Centrex	2.33	347			19.967			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)	Centrex	0.31	9			0.794			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)	Centrex	0.60	18			0.254			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)	ISDN	196.79	488			342.425			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)	ISDN	6.92	357	150.48	1	56.947	57.02650	-2.5175	NO
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)	ISDN	0.01	3			0.012			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)	ISDN	0.82	10			0.213			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)	Diagnostic			23.23	21				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			16.82	34				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			21.49	9				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			15.80	62				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			48.07	4				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			21.50	1				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			68.87	1				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			30.98	8				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)	Diagnostic			5.42	359				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.79	9,156				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			2.03	43				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.90	64				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

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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			4.73	41				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.65	912				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)	Diagnostic			3.07	19				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.42	50				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			12.00	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			5.00	17				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.11	27				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			5.83	6				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			4.28	40				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								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			25.00	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								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			5.25	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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)	Diagnostic			5.42	352				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.87	3,791				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			1.84	41				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.81	53				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			4.79	39				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.58	749				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)	Diagnostic			3.07	19				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.38	46				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			12.00	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			5.00	17				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.26	23				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			6.00	5				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			4.05	38				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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								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			25.00	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			5.25	4				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
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%	2				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN(%)	>= 95%			86.67%	135				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN(%)	>= 95%			57.14%	7				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN(%)	>= 95%			86.29%	124				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%	1				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN(%)	>= 95%			66.67%	3				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%								
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN(%)	Res	8.44%	39,141	5.65%	761		0.01017	2.7385	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN(%)	Res	1.55%	21,709	0.92%	218		0.00840	0.7502	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN(%)	Bus	7.24%	5,884	10.42%	144		0.02186	-1.4533	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN(%)	Bus	3.28%	2,437	6.82%	44		0.02710	-1.3044	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN(%)	Design	1.42%	1,194	10.00%	10		0.03762	-2.2797	NO
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN(%)	Design	0.49%	1,222	0.00%	3		0.04041	0.1215	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN(%)	PBX	26.32%	19	0.00%	1		0.45179	0.5825	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN(%)	PBX	6.67%	30	0.00%	1		0.25357	0.2629	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN(%)	Centrex	8.45%	355	0.00%	2		0.19723	0.4285	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN(%)	Centrex	4.29%	233						
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN(%)	ISDN	14.40%	507	20.00%	5		0.15778	-0.3550	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	527	0.00%	1		0.17174	0.1768	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN(%)	Res	1.99%	1,963,241	2.06%	36,903		0.00074	-0.9229	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN(%)	Res	1.11%	1,963,241	0.59%	36,903		0.00055	9.3216	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN(%)	Bus	1.22%	481,663	1.28%	11,281		0.00105	-0.5213	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN(%)	Bus	0.51%	481,663	0.39%	11,281		0.00068	1.7110	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN(%)	Design	0.32%	377,553	0.41%	2,413		0.00115	-0.8548	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN(%)	Design	0.32%	377,553	0.12%	2,413		0.00116	1.7157	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN(%)	PBX	0.03%	60,909	0.14%	690		0.00068	-1.6820	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN(%)	PBX	0.05%	60,909	0.14%	690		0.00085	-1.1260	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN(%)	Centrex	0.46%	77,371	0.75%	267		0.00415	-0.6989	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN(%)	Centrex	0.30%	77,371	0.00%	267		0.00336	0.8952	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN(%)	ISDN	1.69%	30,084	0.71%	705		0.00495	1.9734	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN(%)	ISDN	1.75%	30,084	0.14%	705		0.00504	3.1925	YES
	Maintenance Average Duration										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.3.1.1	M&R-3	Residence/Dispatch/TN(hours)	Res	36.37	39,141	32.27	761	28.776	1.05320	3.8932	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN(hours)	Res	15.96	21,709	8.21	218	20.408	1.38911	5.5766	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN(hours)	Bus	10.96	5,884	12.13	144	14.988	1.26418	-0.9286	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN(hours)	Bus	4.61	2,437	7.23	44	9.179	1.39622	-1.8770	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN(hours)	Design	5.00	1,194	9.91	10	30.498	9.68465	-0.5076	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN(hours)	Design	2.06	1,222	10.06	3	12.967	7.49540	-1.0669	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)	PBX	31.03	19	23.62	1	44.859	46.02416	0.1610	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN(hours)	PBX	4.97	30	0.07	1	12.436	12.64126	0.3880	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN(hours)	Centrex	9.47	355	4.26	2	10.448	7.40849	0.7029	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN(hours)	Centrex	5.54	233			9.294			
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)	ISDN	13.86	507	12.97	5	19.711	8.85821	0.1003	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN(hours)	ISDN	3.81	527	6.85	1	8.908	8.91615	-0.3414	YES
		% Repeat Troubles within 30 Days									
A.3.4.1.1	M&R-4	Residence/Dispatch/TN(%)	Res	23.38%	39,141	16.69%	761		0.01549	4.3193	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN(%)	Res	20.07%	21,709	14.68%	218		0.02727	1.9790	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN(%)	Bus	17.45%	5,884	11.81%	144		0.03202	1.7643	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN(%)	Bus	14.94%	2,437	15.91%	44		0.05422	-0.1794	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN(%)	Design	42.63%	1,194	40.00%	10		0.15704	0.1675	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN(%)	Design	39.44%	1,222	33.33%	3		0.28251	0.2163	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN(%)	PBX	31.58%	19	100.00%	1		0.47691	-1.4347	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN(%)	PBX	3.33%	30	0.00%	1		0.18247	0.1827	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN(%)	Centrex	16.06%	355	50.00%	2		0.26033	-1.3039	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN(%)	Centrex	17.60%	233						
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN(%)	ISDN	35.70%	507	20.00%	5		0.21532	0.7292	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN(%)	ISDN	34.91%	527	0.00%	1		0.47715	0.7317	YES
		Out of Service > 24 hours									
A.3.5.1.1	M&R-5	Residence/Dispatch/TN(%)	Res	52.76%	25,989	47.05%	576		0.02103	2.7143	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN(%)	Res	30.61%	7,881	12.10%	124		0.04171	4.4374	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN(%)	Bus	7.76%	3,466	8.25%	97		0.02754	-0.1766	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN(%)	Bus	2.72%	957	3.13%	32		0.02922	-0.1397	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN(%)	Design	1.42%	1,194	10.00%	10		0.03762	-2.2797	NO
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN(%)	Design	0.49%	1,222	0.00%	3		0.04041	0.1215	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN(%)	PBX	12.50%	8						
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN(%)	PBX	7.69%	13	0.00%	1		0.27653	0.2782	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN(%)	Centrex	11.26%	231	0.00%	2		0.22444	0.5015	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN(%)	Centrex	0.77%	130						
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN(%)	ISDN	14.46%	505	20.00%	5		0.15804	-0.3508	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	526	0.00%	1		0.17190	0.1770	YES
		Resale - Billing									
		Invoice Accuracy									
A.4.1	B-1	TN(%)	BST - State	98.80%	$197,272,640	99.61%	$2,283,142		0.00007	-111.8181	YES
		Mean Time to Deliver Invoices - CRIS									
A.4.2	B-2	Region(business days)	BST - Region	5.04	1	3.47	1,763				YES

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Unbundled Network Elements - Ordering

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/TN(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic			13.72%	2,587				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			12.90%	217				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			75.00%	16				Diagnostic
B.1.1.7	O-7	Line Sharing/TN(%)	Diagnostic			0.00%	1				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			54.07%	172				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			66.67%	3				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			27.40%	73				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.1.16	O-7	INP Standalone/TN(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP (Standalone)/TN(%)	Diagnostic			7.53%	93				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			31.86%	1,952				Diagnostic
B.1.2.4	O-7	Combo Other/TN(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			2.27%	44				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			16.67%	36				Diagnostic
B.1.2.7	O-7	Line Sharing/TN(%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			22.71%	414				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			32.56%	129				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			38.24%	34				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.2.16	O-7	INP Standalone/TN(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP (Standalone)/TN(%)	Diagnostic			35.90%	78				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			0.00%	2				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic			79.48%	268				Diagnostic
B.1.3.4	O-7	Combo Other/TN(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			18.38%	272				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			7.14%	14				Diagnostic
B.1.3.7	O-7	Line Sharing/TN(%)	Diagnostic			8.41%	107				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			5.04%	139				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic			47.29%	573				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic			30.77%	13				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			44.38%	498				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.14	O-7	Other Design/TN(%)	Diagnostic			1.89%	159				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.3.16	O-7	INP Standalone/TN(%)	Diagnostic			36.29%	609				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN(%)	Diagnostic			27.32%	626				Diagnostic

Reject Interval - Mechanized

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1	O-8	Switch Ports/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			96.06%	355				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			96.43%	28				NO
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 97% w in 1 hr			100.00%	12				YES
B.1.4.7	O-8	Line Sharing/TN(%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/TN(%)	>= 97% w in 1 hr			94.62%	93				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 97% w in 1 hr								
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%	2				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			85.00%	20				NO
B.1.4.15	O-8	Other Non-Design/TN(%)	>= 97% w in 1 hr								
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			85.71%	7				NO
	Reject Interval - Partially Mechanized - 24 hours										
B.1.5.1	O-8	Switch Ports/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.2	O-8	Local Interoffice Transport/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.3	O-8	Loop + Port Combinations/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.4	O-8	Combo Other/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.7	O-8	Line Sharing/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.14	O-8	Other Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.15	O-8	Other Non-Design/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.16	O-8	INP Standalone/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.5.17	O-14	LNP (Standalone)/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
	Reject Interval - Partially Mechanized - 18 hours										
B.1.6.1	O-8	Switch Ports/TN(%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/TN(%)	>= 85% w in 18 hrs								
B.1.6.3	O-8	Loop + Port Combinations/TN(%)	>= 85% w in 18 hrs			96.95%	622				YES
B.1.6.4	O-8	Combo Other/TN(%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 18 hrs			100.00%	1				YES
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 18 hrs			100.00%	6				YES
B.1.6.7	O-8	Line Sharing/TN(%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 18 hrs			96.81%	94				YES
B.1.6.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 18 hrs			100.00%	42				YES
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.14	O-8	Other Design/TN(%)	>= 85% w in 18 hrs			84.62%	13				NO
B.1.6.15	O-8	Other Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.16	O-8	INP Standalone/TN(%)	>= 85% w in 18 hrs								
B.1.6.17	O-14	LNP Standalone/TN(%)	>= 85% w in 18 hrs			96.43%	28				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			99.06%	213				YES
B.1.8.4	O-8	Combo Other/TN(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 24 hrs			94.00%	50				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.7	O-8	Line Sharing/TN(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 24 hrs			95.57%	271				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 24 hrs			100.00%	4				YES
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			96.83%	221				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.14	O-8	Other Design/TN(%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.15	O-8	Other Non-Design/TN(%)	>= 85% w in 24 hrs								
B.1.8.16	O-8	INP Standalone/TN(%)	>= 85% w in 24 hrs			96.83%	221				YES
B.1.8.17	O-14	LNP (Standalone)/TN(%)	>= 85% w in 24 hrs			98.25%	171				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/TN(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/TN(%)	>= 95% w in 3 hrs			97.72%	1,974				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			78.28%	267				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.7	O-9	Line Sharing/TN(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.8	O-9	2W Analog Loop Design/TN(%)	>= 95% w in 3 hrs			97.50%	40				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 95% w in 3 hrs								
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%	2				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			100.00%	41				YES
B.1.9.15	O-9	Other Non-Design/TN(%)	>= 95% w in 3 hrs								
B.1.9.16	O-9	INP Standalone/TN(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/TN(%)	>= 95% w in 3 hrs			100.00%	76				YES
	FOC Timeliness - Partially Mechanized										
B.1.10.1	O-9	Switch Ports/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.2	O-9	Local Interoffice Transport/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.4	O-9	Combo Other/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.7	O-9	Line Sharing/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.14	O-9	Other Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.15	O-9	Other Non-Design/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.16	O-9	INP Standalone/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
B.1.10.17	O-15	LNP Standalone/TN(%)	>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
	FOC Timeliness - Partially Mechanized - 18 hours										
B.1.11.1	O-9	Switch Ports/TN(%)	>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/TN(%)	>= 85% w in 18 hrs								
B.1.11.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 18 hrs			94.20%	1,516				YES
B.1.11.4	O-9	Combo Other/TN(%)	>= 85% w in 18 hrs								
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 18 hrs			87.88%	33				YES
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 18 hrs			96.77%	31				YES
B.1.11.7	O-9	Line Sharing/TN(%)	>= 85% w in 18 hrs								
B.1.11.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 18 hrs			97.97%	344				YES
B.1.11.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 18 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 18 hrs			99.00%	100				YES
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.14	O-9	Other Design/TN(%)	>= 85% w in 18 hrs			96.43%	28				YES
B.1.11.15	O-9	Other Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.16	O-9	INP Standalone/TN(%)	>= 85% w in 18 hrs								
B.1.11.17	O-15	LNP Standalone/TN(%)	>= 85% w in 18 hrs			92.65%	68				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			94.74%	38				YES
B.1.13.4	O-9	Combo Other/TN(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 36 hrs			99.57%	230				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%	92				YES
B.1.13.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 36 hrs			100.00%	120				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 36 hrs			99.43%	350				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 36 hrs			90.00%	10				YES
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			94.64%	261				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.14	O-9	Other Design/TN(%)	>= 85% w in 36 hrs			100.00%	139				YES
B.1.13.15	O-9	Other Non-Design/TN(%)	>= 85% w in 36 hrs								
B.1.13.16	O-9	INP Standalone/TN(%)	>= 85% w in 36 hrs								
B.1.13.17	O-15	LNP Standalone/TN(%)	>= 85% w in 36 hrs			96.46%	424				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/TN(%)	>= 95%								
B.1.14.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			90.18%	2,587				NO
B.1.14.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			89.21%	241				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			81.25%	16				NO
B.1.14.7	O-11	Line Sharing/TN(%)	>= 95%			100.00%	1				YES
B.1.14.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			77.33%	172				NO
B.1.14.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	42				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.14.14	O-11	Other Design/TN(%)	>= 95%			82.19%	73				NO
B.1.14.15	O-11	Other Non-Design/TN(%)	>= 95%								
B.1.14.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	30				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.15.2	O-11	Local Interoffice Transport/TN(%)	>= 95%								
B.1.15.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			100.00%	1,952				YES
B.1.15.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			51.28%	39				NO
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	36				YES
B.1.15.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.15.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			100.00%	414				YES
B.1.15.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	90				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.15.14	O-11	Other Design/TN(%)	>= 95%			100.00%	34				YES
B.1.15.15	O-11	Other Non-Design/TN(%)	>= 95%								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.15.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	141				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%			96.45%	282				YES
B.1.16.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			57.14%	7				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	15				YES
B.1.16.7	O-11	Line Sharing/TN(%)	>= 95%			98.17%	109				YES
B.1.16.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			99.28%	138				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%			93.22%	856				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%			71.43%	7				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	332				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.16.14	O-11	Other Design/TN(%)	>= 95%			100.00%	146				YES
B.1.16.15	O-11	Other Non-Design/TN(%)	>= 95%								
B.1.16.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	519				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/TN(%)	>= 95%								
B.1.17.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			100.00%	2,333				YES
B.1.17.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			95.81%	215				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	13				YES
B.1.17.7	O-11	Line Sharing/TN(%)	>= 95%			100.00%	1				YES
B.1.17.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			100.00%	133				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	42				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.17.14	O-11	Other Design/TN(%)	>= 95%			100.00%	60				YES
B.1.17.15	O-11	Other Non-Design/TN(%)	>= 95%								
B.1.17.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.17.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	30				YES
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/TN(%)	>= 95%								
B.1.18.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			91.24%	1,952				NO
B.1.18.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			85.00%	20				NO
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			97.22%	36				YES
B.1.18.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.18.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			95.89%	414				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	90				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.18.14	O-11	Other Design/TN(%)	>= 95%			76.47%	34				NO
B.1.18.15	O-11	Other Non-Design/TN(%)	>= 95%								
B.1.18.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	141				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/TN(%)	>= 95%								

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B.1.19.2	O-11	Local Interoffice Transport/TN(%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			95.59%	272				YES
B.1.19.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			100.00%	4				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			93.33%	15				NO
B.1.19.7	O-11	Line Sharing/TN(%)	>= 95%			92.52%	107				NO
B.1.19.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			81.02%	137				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%			90.35%	798				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%			100.00%	5				YES
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%			100.00%	332				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.19.14	O-11	Other Design/TN(%)	>= 95%			84.25%	146				NO
B.1.19.15	O-11	Other Non-Design/TN(%)	>= 95%								
B.1.19.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	519				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)	5.28	20,967			6.041			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.94	253,591			1.358			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	13.22	81			16.237			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	1.17	2			1.181			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	DS1/DS3			9.00	2				
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	5.29	21,223	3.01	131	6.173	0.54103	4.2138	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	R&B	0.94	254,627	0.88	2,304	1.370	0.02868	2.2029	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days)	R&B	0.34	111,772	0.34	1,184	0.340	0.00993	-0.4463	YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)	R&B	1.62	119,995	1.44	1,120	1.735	0.05208	3.3564	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	R&B	14.93	95	1.00	1	17.535	17.62685	0.7901	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	R&B	3.91	47	1.33	3	10.869	6.47245	0.3986	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)	R&B	0.33	27			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)	R&B	8.75	20	1.33	3	15.593	9.65430	0.7682	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN(days)	R&B&D - Disp	7.50	23,825			12.004			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN(days)	R&B&D - Disp	14.56	102			16.996			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)	ADSL to Retail	3.79	367	4.61	176	5.605	0.51392	-1.5956	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	2.74	115			1.516			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN(days)	ISDN - BRI	14.09	391	11.44	62	18.167	2.48334	1.0671	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN(days)	ISDN - BRI	1.73	387			3.026			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN(days)	ISDN - BRI	11.00	3			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)	ISDN - BRI	0.33	2			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	3.79	367			5.605			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	2.74	115	3.63	57	1.516	0.24564	-3.6233	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN(days)	ADSL to Retail								
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	5.29	21,223	4.85	130	6.173	0.54309	0.8114	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.29	21,223			6.173			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	5.28	20,964			6.041			
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	1.61	119,453			1.723			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	13.22	81			16.237			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.00	1			0.000			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	5.29	21,223			6.173			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.29	21,223			6.173			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
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	5.28	20,964			6.041			
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	1.61	119,453			1.723			
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	13.22	81			16.237			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.00	1			0.000			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	5.29	21,223	4.97	148	6.173	0.50921	0.6373	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.29	21,223			6.173			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	14.93	95			17.535			
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	5.28	20,964			6.041			
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	1.61	119,453			1.723			
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	13.22	81			16.237			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.00	1			0.000			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)	Design	25.44	2,605	8.85	11	25.422	7.68110	2.1597	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)	Design	4.02	587			9.077			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN(days)	Design	9.57	7			3.780			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Design	3.87	10			3.540			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)	R&B	5.29	21,223	6.07	30	6.173	1.12788	-0.6846	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	R&B	0.94	254,627	0.33	1	1.370	1.37040	0.4444	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)	R&B	14.93	95			17.535			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	R&B	3.91	47			10.869			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	5.28	20,967			6.041			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.94	253,591	0.33	1	1.358	1.35760	0.4465	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	13.22	81			16.237			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	1.17	2			1.181			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	5.28	20,967	6.00	1	6.041	6.04154	-0.1197	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.94	253,591	0.54	333	1.358	0.07444	5.3213	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	13.22	81	0.33	1	16.237	16.33732	0.7889	YES
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	1.17	2	0.33	7	1.181	0.94683	0.8819	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Digital Loop < DS1	18.43	426	6.86	188	12.373	1.08335	10.6742	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Digital Loop < DS1	9.76	126			10.795			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Digital Loop < DS1								
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	14.80	138	6.26	116	14.216	1.79066	4.7723	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)	Digital Loop >= DS1	5.91	43			5.714			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)	Digital Loop >= DS1								
		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			4.61	176				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN(days)	R&B (POTS)	10.70	170			10.761			
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)	13.41	17			12.674			
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			0.00	0				

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.2.2.1	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	10.70	170	0.00	0	10.761			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	13.41	17	0.00	0	12.674			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	16.72	192			42.366			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN(days)	R&B&D - Disp	0.00	0						
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN(days)	R&B&D - Disp	31.17	24			43.784			
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	28.71	24	0.00	0	22.402			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	7.00	3	0.00	0	1.732			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	0.00	0				YES
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN(days)	ISDN - BRI	68.67	12	0.00	0	91.151			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	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN(days)	ADSL to Retail	28.71	24	0.00	0	22.402			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	7.00	3	0.00	0	1.732			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	10.70	170	0.00	0	10.761			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	13.41	17	5.00	1	12.897	13.27080	0.6339	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	10.70	170			10.761			
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						
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	13.41	17			12.674			
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	10.70	170	0.00	0	10.761			YES
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	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)	R&B - Disp	13.41	17	0.00	0	12.897			YES
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	10.70	170			10.761			
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	13.41	17			12.674			
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	10.70	170	0.00	0	10.761			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	13.41	17	0.00	0	12.897			YES

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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	10.70	170			10.761			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	13.41	17			12.674			
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	63.27	22	0.00	0	112.932			YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN(days)	Design	65.63	8	0.00	0	62.505			YES
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	10.70	170	1.00	1	10.761	10.79250	0.8988	YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN(days)	R&B	13.41	17	0.00	0	12.674			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN(days)	R&B (POTS)	10.70	170	0.00	0	10.761			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN(days)	R&B (POTS)	13.41	17	0.00	0	12.674			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0						
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)	10.70	170	0.00	0	10.761			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)	13.41	17	0.00	0	12.674			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	6.50	2	0.00	0	0.707			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	2.00	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	41.14	7	0.00	0	68.097			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN(days)	Digital Loop >= DS1	1.00	2	2.00	1	0.000	0.00000		NO
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN(days)	Digital Loop >= DS1								
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN(days)	Digital Loop >= DS1								

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/TN(%)	R&B (POTS)	0.56%	291,234						
B.2.5.2	P-2	Local Interoffice Transport/TN(%)	DS1/ DS3 - Interoffice								
B.2.5.3	P-2	Loop + Port Combinations/TN(%)	R&B	0.57%	292,602	0.23%	3,433		0.00129	2.6058	YES
B.2.5.4	P-2	Combo Other/TN(%)	R&B&D - Disp	4.97%	51,236						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	ADSL to Retail	13.51%	3,907	4.96%	141		0.02931	2.9174	YES
B.2.5.6	P-2	UNE ISDN/TN(%)	ISDN - BRI	11.76%	825	14.29%	14		0.08681	-0.2912	YES
B.2.5.7	P-2	Line Sharing/TN(%)	ADSL to Retail	13.51%	3,907	0.00%	59		0.04484	3.0137	YES
B.2.5.8	P-2	2W Analog Loop Design/TN(%)	R&B - Disp	0.57%	292,602	7.25%	69		0.00906	-7.3679	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN(%)	R&B (POTS) excl SB Or	0.91%	179,848						
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN(%)	R&B - Disp	0.57%	292,602						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)	R&B (POTS) excl SB Or	0.91%	179,848						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN(%)	R&B - Disp	0.57%	292,602	0.00%	433		0.00362	1.5740	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	R&B (POTS) excl SB Or	0.91%	179,848						
B.2.5.14	P-2	Other Design/TN(%)	Design	24.73%	3,567	0.00%	6		0.17628	1.4027	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.5.15	P-2	Other Non-Design/TN(%)	R&B	0.57%	292,602	15.79%	19		0.01727	-8.8142	NO
B.2.5.16	P-2	INP (Standalone)/TN(%)	R&B (POTS)	0.56%	291,234						
B.2.5.17	P-2	LNP (Standalone)/TN(%)	R&B (POTS)	0.56%	291,234	0.00%	245		0.00477	1.1752	YES
B.2.5.18	P-2	Digital Loop < DS1/TN(%)	Digital Loop < DS1	17.08%	521	8.05%	87		0.04359	2.0731	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN(%)	Digital Loop >= DS1	57.48%	214	59.26%	54		0.07529	-0.2368	YES
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/TN(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN(%)	Diagnostic			0.00%	63				Diagnostic
B.2.6.4	P-2	Combo Other/TN(%)	Diagnostic								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			8.74%	183				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN(%)	Diagnostic			28.05%	82				Diagnostic
B.2.6.7	P-2	Line Sharing/TN(%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN(%)	Diagnostic			13.57%	199				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN(%)	Diagnostic			0.00%	1				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			1.00%	719				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			9.09%	11				Diagnostic
B.2.6.15	P-2	Other Non-Design/TN(%)	Diagnostic			11.76%	17				Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN(%)	Diagnostic			0.00%	640				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN(%)	Diagnostic			15.58%	231				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN(%)	Diagnostic			71.79%	156				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			252.00	8				YES
B.2.8.4	P-2	Combo Other/TN(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)	>= 48 hrs			222.86	7				YES
B.2.8.6	P-2	UNE ISDN/TN(hours)	>= 48 hrs			396.00	2				YES
B.2.8.7	P-2	Line Sharing/TN(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN(hours)	>= 48 hrs			360.00	5				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/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			149.88	1				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/TN(hours)	>= 48 hrs			192.00	3				YES
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			308.57	7				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)	>= 48 hrs			309.75	32				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								Diagnostic
B.2.9.4	P-2	Combo Other/TN(hours)	Diagnostic								Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)	Diagnostic			204.00	16				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN(hours)	Diagnostic			341.22	23				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			152.89	27				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			51.86	7				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9.14	P-2	Other Design/TN(hours)	Diagnostic			768.00	1				Diagnostic
B.2.9.15	P-2	Other Non-Design/TN(hours)	Diagnostic			24.00	2				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			280.67	36				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)	Diagnostic			189.86	112				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%	4				YES
B.2.10.4	P-2	Combo Other/TN(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/TN(%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/TN(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN(%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/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			0.00%	1				NO
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/TN(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/TN(%)	95% >= 48 hrs								
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)	95% >= 48 hrs			87.50%	8				NO
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/TN(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/TN(%)	Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			83.33%	6				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN(%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN(%)	Diagnostic								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			86.00%	7				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/TN(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN(%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN(%)	Diagnostic			100.00%	28				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			99.14%	810				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%			0.83%	241				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%			1.89%	53				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			95.85%	241				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN(%)	>= 95% w in 15 min								

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B.2.14.4	P-7A	Non-Time Specific SL2/TN(%)	>= 95% w in 15 min			96.23%	53				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%			3.32%	241				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%			1.89%	53				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/TN(time units)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN(time units)	Diagnostic			1127.75	4				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN(%)	<= 5%			3.86%	881				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN(%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN(%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.75%	23,695						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.06%	266,855						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.70%	92						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	2						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3			0.00%	2				
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	7.72%	23,955	4.41%	204		0.01877	1.7622	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	0.06%	267,915	0.09%	3,261		0.00043	-0.7609	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	0.00%	111,846	0.00%	1,202		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	0.12%	133,201	0.15%	2,059		0.00077	-0.3434	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	10.28%	107	50.00%	2		0.21675	-1.8325	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	50	0.00%	4		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	0.00%	28						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	0.00%	22	0.00%	4		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	7.36%	26,573						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	9.65%	114						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.97%	3,805	2.20%	318		0.01383	2.7228	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	131						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6	0.00%	1		0.00000		YES
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	5.96%	403	14.29%	91		0.02747	-3.0329	NO
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.50%	401						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN(%)	ISDN - BRI	0.00%	3						
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.00%	1						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.97%	3,805						
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	131	0.00%	62		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6						
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	7.72%	23,955	3.05%	262		0.01658	2.8141	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.72%	23,955						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.75%	23,692						
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.12%	132,641						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	8.70%	92						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.72%	23,955	0.00%	1		0.26689	0.2892	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.72%	23,955						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107						

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B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
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	7.75%	23,692						
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	0.12%	132,641						
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	8.70%	92						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.72%	23,955	0.63%	316		0.01511	4.6907	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.72%	23,955						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
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	7.75%	23,692						
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	0.12%	132,641						
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	8.70%	92						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)	Design	4.04%	2,621	0.00%	16		0.04940	0.8187	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)	Design	1.02%	591						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)	Design	0.00%	7						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)	Design	9.09%	11						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)	R&B	7.72%	23,955	6.25%	32		0.04721	0.3111	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)	R&B	0.06%	267,915	0.00%	1		0.02435	0.0244	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)	R&B	10.28%	107						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	50						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.75%	23,695						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.06%	266,855	0.00%	1		0.02433	0.0243	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.70%	92						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	2						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.75%	23,695	0.00%	1		0.26743	0.2899	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.06%	266,855	0.57%	353		0.00130	-3.9426	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.70%	92	0.00%	1		0.28330	0.3069	YES
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	2	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)	Digital Loop < DS1	10.56%	426	5.14%	311		0.02292	2.3637	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop < DS1	0.00%	126						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop < DS1			0.00%	1				
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	8.57%	140	11.71%	205		0.03069	-1.0217	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1	4.55%	44						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1								
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.14%	24,125						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.40%	279,195						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.79%	91						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3			33.33%	3				
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	7.10%	24,363	7.98%	188		0.01880	-0.4691	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	3.39%	280,286	5.47%	3,289		0.00317	-6.5776	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	*Data included in B.2.19.3.1.2*							
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	*Data included in B.2.19.3.1.2*							
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	9.35%	107	0.00%	1		0.29243	0.3196	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	85						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	*Data included in B.2.19.3.2.2*							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	*Data included in B.2.19.3.2.2*							
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	6.70%	27,108						
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	8.85%	113						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	6.35%	3,278	7.55%	159		0.01980	-0.6071	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	7.30%	178						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	16.67%	6						
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	0.00%	407	4.00%	75		0.00000		NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.00%	434						
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	0.00%	1						
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN(%)	ADSL to Retail	6.35%	3,278						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	7.30%	178	6.82%	44		0.04381	0.1103	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	16.67%	6						
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	7.10%	24,363	1.26%	159		0.02043	2.8581	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.10%	24,363						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	9.35%	107	0.00%	1		0.29243	0.3196	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	9.35%	107						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.14%	24,125						
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or								
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	8.79%	91						
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	7.10%	24,363	0.00%	4		0.12840	0.5527	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.10%	24,363						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	9.35%	107						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	9.35%	107						
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	7.14%	24,125						
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								
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	8.79%	91						
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	7.10%	24,363	3.64%	330		0.01423	2.4292	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.10%	24,363						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	9.35%	107						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	9.35%	107						
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	7.14%	24,125						
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								
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	8.79%	91						
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	3.21%	2,745	15.15%	33		0.03085	-3.8724	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN(%)	Design	0.11%	891						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN(%)	Design	0.00%	6						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN(%)	Design	0.00%	14						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN(%)	R&B	7.10%	24,363						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)	R&B	3.39%	280,286	0.00%	1		0.18087	0.1872	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN(%)	R&B	9.35%	107						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	85						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.14%	24,125						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.40%	279,195	0.00%	1		0.18121	0.1876	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.79%	91						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.14%	24,125						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.40%	279,195						
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.79%	91						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)	Digital Loop < DS1	0.00%	267	6.53%	199		0.00000		NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop < DS1	0.00%	4						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop < DS1								
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	0.00%	90	8.18%	159		0.00000		NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1	0.00%	5						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1								
		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	14,169			16.247			

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B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.34	202,579			6.742			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.43	66			6.936			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.42	1			0.000			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)	R&B	1.98	14,341	0.20	163	16.192	1.27541	1.3942	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)	R&B	1.34	203,302	0.86	2,657	6.831	0.13338	3.6069	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)	R&B	1.86	92,060	0.79	925	8.487	0.28044	3.8359	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)	R&B	0.92	111,208	0.90	1,732	5.048	0.12224	0.0874	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)	R&B	2.18	75	0.18	2	6.560	4.69970	0.4256	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)	R&B	0.58	37	1.10	3	0.236	0.14149	-3.6440	NO
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)	R&B	0.57	22			0.216			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)	R&B	0.59	15	1.10	3	0.270	0.17064	-2.9497	NO
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)	R&B&D - Disp	16.78	16,018			111.877			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)	R&B&D - Disp	2.91	82			7.638			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)	ADSL to Retail	2.39	3,201			13.768			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)	ADSL to Retail	0.83	107			1.867			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)	ADSL to Retail	0.11	6			0.184			
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	39.00	272			76.618			
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)	ISDN - BRI	2.85	307			9.784			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)	ISDN - BRI	0.01	3			0.012			
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)	ISDN - BRI	0.68	1			0.000			
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)	ADSL to Retail	2.39	3,201			13.768			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)	ADSL to Retail	0.83	107			1.867			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)	ADSL to Retail	0.11	6			0.184			
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	1.98	14,341	49.30	89	16.192	1.72162	-27.4866	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.98	14,341			16.192			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	1.98	14,203			16.247			
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	0.90	110,801			4.822			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	2.43	66			6.936			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.42	1			0.000			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)	R&B - Disp	1.98	14,341			16.192			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.98	14,341			16.192			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
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	14,166			16.247			
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	0.90	110,801			4.822			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	2.43	66			6.936			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.42	1			0.000			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)	R&B - Disp	1.98	14,341	15.86	49	16.192	2.31703	-5.9892	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.98	14,341			16.192			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.18	75			6.560			
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	14,166			16.247			
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	0.90	110,801			4.822			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	2.43	66			6.936			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.42	1			0.000			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)	Design	143.03	1,680			303.031			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)	Design	52.34	130			193.604			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN(hours)	Design	10.74	7			13.655			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN(hours)	Design	0.83	9			0.217			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)	R&B	1.98	14,341			16.192			

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B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)	R&B	1.34	203,302			6.831			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B	2.18	75			6.560			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B	0.58	37			0.236			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)	R&B (POTS)	1.97	14,169			16.247			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.34	202,579			6.742			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.43	66			6.936			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.42	1			0.000			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)	R&B (POTS)	1.97	14,169	1.16	4	16.247	8.12465	0.1002	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.34	202,579	58.88	203	6.742	0.47346	-121.5322	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.43	66			6.936			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.42	1			0.000			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)	Digital Loop < DS1	72.49	184			149.354			
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)	Digital Loop < DS1	1.19	2			1.577			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)	Digital Loop < DS1								
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	104.00	92	34.91	33	177.207	35.95721	1.9213	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)	Digital Loop >= DS1	41.36	17			79.060			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)	Digital Loop >= DS1								
		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			33.99	2				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			28.68	12				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			19.63	41				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)	Diagnostic			14.00	29				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)	Diagnostic			33.22	12				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch in/TN(hours)	Diagnostic								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			43.89	155				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			54.90	66				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								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			14.25	48				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			50.68	106				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic

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B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)	Diagnostic			65.83	1				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			35.12	114				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)	Diagnostic			43.58	6				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			26.61	11				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			14.00	1				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			14.00	1				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			13.92	21				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			16.35	275				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			45.47	189				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			41.33	127				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			3.95	49				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.09	1,260				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								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

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B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	Diagnostic			6.00	8				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								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			6.00	2				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			3.43	72				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			6.25	4				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			5.51	50				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.92	819				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.00	3				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								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			8.50	42				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								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			6.77	30				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			7.45	47				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			1.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			9.00	5				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			19.00	2				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	Diagnostic			9.75	8				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.69	39				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								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			7.25	109				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			13.96	54				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			5.62	47				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			9.60	63				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			10.71	112				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			14.50	6				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic			8.80	15				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.00	1				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			2.00	1				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			7.00	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.60	182				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic			3.00	1				Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.93	5				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			9.87	134				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			7.42	92				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			3.55	45				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.93	675				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								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	Diagnostic			6.17	6				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								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)	Diagnostic			6.00	2				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			3.43	72				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			6.25	4				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			5.43	46				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.84	773				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	Diagnostic			1.00	1				Diagnostic

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B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.00	3				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								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			8.54	41				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								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			6.79	28				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			7.45	47				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								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

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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			9.25	4				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	Diagnostic			19.00	2				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	Diagnostic			9.75	8				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.74	38				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								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			7.29	107				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			13.96	52				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			5.65	46				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			9.93	57				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			10.88	107				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			14.50	6				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.14.2.1	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			8.80	15				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.00	1				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (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			2.00	1				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			1.40	178				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic			3.00	1				Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic			6.50	2				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			9.88	130				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			7.43	84				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.2.31.1	P-13	LNP/TN(%)	>= 95% w in 15 min								
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95% of requests			99.66%	294				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%			62.16%	37				NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			61.76%	34				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%			50.00%	2				NO
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			66.67%	3				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN(%)	>= 95%			35.29%	17				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN(%)	>= 95%			74.47%	94				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN(%)	>= 95%			50.00%	2				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			33.33%	3				NO
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN(%)	R&B (POTS)	8.28%	45,025						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	1.72%	24,146						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.21%	480	0.00%	1		0.04564	0.0456	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.00%	250	0.00%	3		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN(%)	R&B	8.29%	45,402	3.05%	393		0.01397	3.7478	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	1.75%	24,409	1.61%	249		0.00836	0.1759	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN(%)	R&B&D - Disp	8.13%	46,966						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	8.13%	46,966						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	11.34%	291	14.29%	21		0.07165	-0.4111	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	1.25%	80	0.00%	14		0.03219	0.3884	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	15.94%	458	20.00%	25		0.07518	-0.5402	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	3.18%	440	0.00%	8		0.06262	0.5081	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN(%)	ADSL to Retail	11.34%	291						
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	1.25%	80	5.00%	20		0.02778	-1.3501	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	8.29%	45,402	6.56%	305		0.01584	1.0927	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	8.29%	45,402	4.92%	122		0.02499	1.3484	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	8.23%	44,891						
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	1.53%	21,635						
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN(%)	Design	5.30%	1,698	25.00%	4		0.11215	-1.7565	NO

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B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN(%)	Design	1.26%	1,749	0.00%	2		0.07885	0.1595	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN(%)	R&B	8.29%	45,402	0.00%	8		0.09748	0.8502	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN(%)	R&B	1.75%	24,409	0.00%	11		0.03958	0.4430	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	8.28%	45,025						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	1.72%	24,146						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)	R&B (POTS)	1.84%	2,444,904						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	0.99%	2,444,904						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	2.26%	21,266	0.66%	152		0.01223	1.3077	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	1.18%	21,266	1.97%	152		0.00883	-0.9043	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)	R&B	1.76%	2,583,184	1.10%	35,845		0.00071	9.3778	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	0.94%	2,583,184	0.69%	35,845		0.00052	4.8408	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)	R&B&D - Disp	1.57%	2,990,821	0.00%	525		0.00547	2.8710	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	1.57%	2,990,821	0.00%	525		0.00547	2.8710	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	0.89%	32,517	0.74%	2,846		0.00185	0.8492	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	0.25%	32,517	0.49%	2,846		0.00097	-2.5360	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	1.94%	23,606	1.22%	2,047		0.00321	2.2400	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	1.86%	23,606	0.39%	2,047		0.00315	4.6830	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)	ADSL to Retail	0.89%	32,517	0.00%	348		0.00510	1.7554	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	0.25%	32,517	5.75%	348		0.00267	-20.5796	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	1.76%	2,583,184	0.70%	43,418		0.00064	16.4460	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	1.76%	2,583,184	0.28%	43,418		0.00064	23.0155	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	1.84%	2,444,904	0.00%	191		0.00981	1.8726	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	0.88%	2,444,904	0.00%	191		0.00681	1.3000	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)	Design	0.42%	407,637	0.58%	695		0.00245	-0.6489	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN(%)	Design	0.43%	407,637	0.29%	695		0.00249	0.5682	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)	R&B	1.76%	2,583,184	0.57%	1,393		0.00355	3.3304	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN(%)	R&B	0.94%	2,583,184	0.79%	1,393		0.00261	0.5960	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	1.84%	2,444,904						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	0.99%	2,444,904						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)	R&B (POTS)	33.05	45,025			28.665			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)	R&B (POTS)	14.82	24,146			19.860			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN(hours)	DS1/DS3	4.02	480	1.50	1	3.065	3.06809	0.8230	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN(hours)	DS1/DS3	2.27	250	2.20	3	2.906	1.68805	0.0417	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)	R&B	32.86	45,402	15.39	393	28.650	1.45143	12.0404	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN(hours)	R&B	14.71	24,409	4.20	249	19.801	1.26119	8.3351	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)	R&B&D - Disp	31.94	46,966			28.885			
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN(hours)	R&B&D - Disp	31.94	46,966			28.885			
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)	ADSL to Retail	78.56	291	10.45	21	42.150	9.52399	7.1508	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)	ADSL to Retail	39.23	80	5.92	14	43.340	12.55567	2.6524	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN(hours)	ISDN - BRI	14.86	458	13.26	25	20.461	4.20246	0.3813	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN(hours)	ISDN - BRI	3.86	440	4.99	8	9.348	3.33489	-0.3384	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)	ADSL to Retail	78.56	291			42.150			
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN(hours)	ADSL to Retail	39.23	80	10.44	20	43.340	10.83490	2.6570	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)	R&B - Disp	32.86	45,402	9.62	305	28.650	1.64598	14.1219	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN(hours)	R&B - Disp	32.86	45,402	6.50	122	28.650	2.59731	10.1489	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)	R&B (POTS) excl SB FT	33.04	44,891			28.651			
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)	R&B (POTS) excl SB FT	15.30	21,635			20.240			
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)	Design	7.62	1,698	23.49	4	28.009	14.02099	-1.1319	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN(hours)	Design	2.59	1,749	4.57	2	12.135	8.58536	-0.2304	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN(hours)	R&B	32.86	45,402	14.08	8	28.650	10.13013	1.8548	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)	R&B	14.71	24,409	5.07	11	19.801	5.97142	1.6159	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN(hours)	R&B (POTS)	33.05	45,025			28.665			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN(hours)	R&B (POTS)	14.82	24,146			19.860			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)	R&B (POTS)	22.61%	45,025						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	19.56%	24,146						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	36.04%	480	0.00%	1		0.48062	0.7499	YES

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B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	30.00%	250	33.33%	3		0.26616	-0.1252	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)	R&B	22.56%	45,402	17.81%	393		0.02117	2.2408	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	19.52%	24,409	20.48%	249		0.02524	-0.3821	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)	R&B&D - Disp	23.14%	46,966						
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	23.14%	46,966						
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	22.34%	291	28.57%	21		0.09411	-0.6625	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	21.25%	80	14.29%	14		0.11851	0.5876	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	34.93%	458	24.00%	25		0.09792	1.1167	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	34.77%	440	12.50%	8		0.16990	1.3109	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN(%)	ADSL to Retail	22.34%	291						
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	21.25%	80	45.00%	20		0.10227	-2.3223	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	22.56%	45,402	17.38%	305		0.02401	2.1569	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	22.56%	45,402	10.66%	122		0.03789	3.1408	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	22.53%	44,891						
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	19.86%	21,635						
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN(%)	Design	40.64%	1,698	25.00%	4		0.24587	0.6360	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN(%)	Design	38.08%	1,749	0.00%	2		0.34355	1.1084	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN(%)	R&B	22.56%	45,402	12.50%	8		0.14778	0.6805	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN(%)	R&B	19.52%	24,409	27.27%	11		0.11953	-0.6488	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	22.61%	45,025						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	19.56%	24,146						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)	R&B (POTS)	47.46%	29,455						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	27.59%	8,838						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.21%	480	0.00%	1		0.04564	0.0456	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.00%	250	0.00%	3		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN(%)	R&B	47.17%	29,695	20.25%	242		0.03222	8.3555	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	27.17%	8,981	5.94%	101		0.04451	4.7692	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN(%)	R&B&D - Disp	44.90%	31,380						
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	44.90%	31,380						
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	100.00%	1	14.29%	21		0.00000		YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail			0.00%	14				
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	16.01%	456	20.00%	25		0.07532	-0.5299	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	3.18%	440	0.00%	8		0.06262	0.5081	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN(%)	ADSL to Retail	100.00%	1						
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail								
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	47.17%	29,695	6.56%	305		0.02873	14.1356	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	47.17%	29,695	4.92%	122		0.04529	9.3295	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	47.46%	29,442						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	27.60%	8,811						
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN(%)	Design	5.30%	1,698	25.00%	4		0.11215	-1.7565	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN(%)	Design	1.26%	1,748	0.00%	2		0.07887	0.1596	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN(%)	R&B	47.17%	29,695	28.57%	7		0.18870	0.9856	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)	R&B	27.17%	8,981	0.00%	6		0.18166	1.4956	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	47.46%	29,455						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	27.59%	8,838						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	TN(%)	BST - State	98.80%	$197,272,640	99.91%	$919,839		0.00011	-97.1137	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	5.04	1	3.46	1,191				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			52.54%	59				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN(%)	>= 85% w in 4 days			100.00%	31				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN(%)	>= 95% w in 10 days			100.00%	51				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN(%)	>= 95%			98.18%	55				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/TN(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/TN(days)	Parity w Retail	25.33	46	16.11	9	17.582	6.40825	1.4380	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/TN(days)	Parity w Retail	***Not Applicable for Trunks***							
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/TN(%)	Parity w Retail	***Not Applicable for Trunks***							
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/TN(hours)	95% >= 48 hrs	***Not Applicable for Trunks***							
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	46	0.00%	9		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	1,512	0.00%	708		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN(hours)	Parity w Retail	210.02	22	22.21	6	365.764	168.45862	1.1149	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN(days)	Diagnostic	***Under development***							
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/TN(days)	Diagnostic	***Under development***							
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			85.71%	7				NO
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	5				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			94.12%	17				NO
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			90.91%	11				NO
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail								
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	1.28%	78						
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	133,541	0.00%	45,560		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.06%	133,541	0.00%	45,560		0.00013	4.4544	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail								
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail	0.87	78			5.215			

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	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail								
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	55.13%	78						
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail								
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	1.28%	78						
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN(%)	BST - State	98.80%	$197,272,640	99.57%	$2,801,107		0.00007	-116.9950	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	5.08	1	4.78	3,199				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	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	HAL/Region(%)	>= 99.5%			99.78%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.96%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.95%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			99.80%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.92%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.93%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.88%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.91%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.91%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.93%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.88	3,237,125	1.80	246,086				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.28	7,266	1.80	246,086				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.00	9,608,635	1.62	156,550				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.57	610,414	1.62	156,550				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec			1.07	59,062				
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.65	293,697	1.07	59,062				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			0.53	1,593				
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	294,671	0.53	1,593				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.50	5,503,374	13.31	464,511				NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.19	461,218	13.31	464,511				NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.25	11,605,575	0.78	34,324				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.41	605,022	0.78	34,324				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.25	11,605,575	0.09	71,569				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.41	605,022	0.09	71,569				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.88	3,237,125	2.32	187,104				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.28	7,266	2.32	187,104				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.00	9,608,635	2.50	72,690				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.57	610,414	2.50	72,690				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.61	4				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.61	4				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec			1.73	10,074				
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.65	293,697	1.73	10,074				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec			2.28	66,065				
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.67	294,671	2.28	66,065				YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.50	5,503,374	3.60	133,650				NO
D.1.4.7.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.19	461,218	3.60	133,650				NO
D.1.4.8.1	OSS-1	RNS/CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 5-1-2001; see D.1.4.7.1*							
D.1.4.8.2	OSS-1	ROS/CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001; see D.1.4.7.2*							
D.1.4.9.1	OSS-1	RNS/CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	ROS/CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D.2.1.1	OSS-3	TAFI/Region(%)	>= 99.5%	99.99%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	CLEC ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.93%					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%			99.91%					YES
	Average Response Interval										
D.2.4.1.1	OSS-4	CRIS/Region(%) <= 4 Seconds	Parity w Retail	95.82%	1,946,965	95.04%	92,271		0.00067	11.5962	NO
D.2.4.1.2	OSS-4	CRIS/Region(%) <= 10 Seconds	Parity w Retail	98.81%	1,946,965	99.19%	92,271		0.00037	-10.4334	YES
D.2.4.1.3	OSS-4	CRIS/Region(%) > 10 Seconds	Parity w Retail	1.19%	1,946,965	0.81%	92,271		0.00037	10.4334	YES
D.2.4.2.1	OSS-4	DLETH/Region(%) <= 4 Seconds	Parity w Retail	10.69%	47,554	11.48%	932		0.01022	-0.7748	YES
D.2.4.2.2	OSS-4	DLETH/Region(%) <= 10 Seconds	Parity w Retail	81.73%	47,554	89.38%	932		0.01278	-5.9848	YES
D.2.4.2.3	OSS-4	DLETH/Region(%) > 10 Seconds	Parity w Retail	18.27%	47,554	10.62%	932		0.01278	5.9848	YES
D.2.4.3.1	OSS-4	DLR/Region(%) <= 4 Seconds	Parity w Retail	6.56%	35,497	22.13%	29,083		0.00196	-79.5474	YES
D.2.4.3.2	OSS-4	DLR/Region(%) <= 10 Seconds	Parity w Retail	88.73%	35,497	98.14%	29,083		0.00250	-37.6471	YES
D.2.4.3.3	OSS-4	DLR/Region(%) > 10 Seconds	Parity w Retail	11.27%	35,497	1.86%	29,083		0.00250	37.6471	YES
D.2.4.4.1	OSS-4	LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.88%	1,946,930	99.85%	92,311		0.00012	2.3442	NO
D.2.4.4.2	OSS-4	LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.94%	1,946,930	99.93%	92,311		0.00008	2.1646	NO
D.2.4.4.3	OSS-4	LMOS/Region(%) > 10 Seconds	Parity w Retail	0.06%	1,946,930	0.07%	92,311		0.00008	-2.1646	NO
D.2.4.5.1	OSS-4	LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	97.88%	1,463,874	97.31%	56,552		0.00062	9.1600	NO
D.2.4.5.2	OSS-4	LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.83%	1,463,874	99.67%	56,552		0.00018	9.3826	NO
D.2.4.5.3	OSS-4	LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.17%	1,463,874	0.33%	56,552		0.00018	-9.3826	NO
D.2.4.6.1	OSS-4	LNP/Region(%) <= 4 Seconds	Parity w Retail	99.62%	134,687	99.43%	5,486		0.00085	2.2146	NO
D.2.4.6.2	OSS-4	LNP/Region(%) <= 10 Seconds	Parity w Retail	99.80%	134,687	99.84%	5,486		0.00061	-0.5469	YES
D.2.4.6.3	OSS-4	LNP/Region(%) > 10 Seconds	Parity w Retail	0.20%	134,687	0.16%	5,486		0.00061	0.5469	YES
D.2.4.7.1	OSS-4	MARCH/Region(%) <= 4 Seconds	Parity w Retail	29.87%	9,546	31.76%	403		0.02327	-0.8146	YES
D.2.4.7.2	OSS-4	MARCH/Region(%) <= 10 Seconds	Parity w Retail	29.87%	9,546	31.76%	403		0.02327	-0.8146	YES
D.2.4.7.3	OSS-4	MARCH/Region(%) > 10 Seconds	Parity w Retail	70.13%	9,546	68.24%	403		0.02327	0.8146	YES
D.2.4.8.1	OSS-4	OSPCM/Region(%) <= 4 Seconds	Parity w Retail	45.00%	9,365	34.75%	118		0.04609	2.2245	NO
D.2.4.8.2	OSS-4	OSPCM/Region(%) <= 10 Seconds	Parity w Retail	97.54%	9,365	96.61%	118		0.01434	0.6513	YES
D.2.4.8.3	OSS-4	OSPCM/Region(%) > 10 Seconds	Parity w Retail	2.46%	9,365	3.39%	118		0.01434	-0.6513	YES
D.2.4.9.1	OSS-4	Predictor/Region(%) <= 4 Seconds	Parity w Retail	16.89%	77,635	27.50%	3,898		0.00615	-17.2457	YES
D.2.4.9.2	OSS-4	Predictor/Region(%) <= 10 Seconds	Parity w Retail	16.89%	77,635	27.50%	3,898		0.00615	-17.2457	YES
D.2.4.9.3	OSS-4	Predictor/Region(%) > 10 Seconds	Parity w Retail	83.11%	77,635	72.50%	3,898		0.00615	17.2457	YES
D.2.4.10.1	OSS-4	SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.83%	250,355	99.81%	14,222		0.00036	0.5068	YES
D.2.4.10.2	OSS-4	SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.98%	250,355	99.96%	14,222		0.00013	0.8387	YES
D.2.4.10.3	OSS-4	SOCS/Region(%) > 10 Seconds	Parity w Retail	0.02%	250,355	0.04%	14,222		0.00013	-0.8387	YES
D.2.4.11.1	OSS-4	NIW/Region(%) <= 4 Seconds	Parity w Retail	82.85%	77,529	82.24%	3,818		0.00625	0.9734	YES
D.2.4.11.2	OSS-4	NIW/Region(%) <= 10 Seconds	Parity w Retail	99.58%	77,529	99.63%	3,818		0.00108	-0.5352	YES
D.2.4.11.3	OSS-4	NIW/Region(%) > 10 Seconds	Parity w Retail	0.42%	77,529	0.37%	3,818		0.00108	0.5352	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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 days								
E.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 days			3	2				YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days								
	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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 days			31	5				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days			53	1				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 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
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			87.38%	252,927				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			87.38%	252,927				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.09%	183,387				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			69.92%	6,480				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			90.00%	63,060				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			71.33%	309,818				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			71.33%	309,818				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			75.18%	212,428				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			49.41%	9,170				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			64.34%	88,220				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			86.36%	4,860				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			86.36%	4,860				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.2.1.1	PO-1	Loops/TN(%)	>= 95% w in 3 bus days			89.00%	9				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2	Loops/TN(%)	>= 95% w in 5 min			100.00%	496				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			98.00%	228				YES
F.3.1.2	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days								
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	199.33	6,834,494	59.15	44,292				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	144.73	1,777,813	27.37	96,407				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN(seconds)	PBD			5.55					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN(%)	PBD			78.40%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN(seconds)	PBD			5.58					PBD

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	% Answered in 10 seconds										
F.7.2	DA-2	TN(%)	PBD			80.10%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN(hours)	PBD			1.43	2,079				PBD
	% Accuracy										
F.8.2	E-2	TN(%)	PBD			90.43%	243,475				PBD
	% Timeliness										
F.8.3	E-1	TN(%)	PBD			100.00%	2,079				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	5,950	100.00%	15,556		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.95%	40,304	96.62%	220,452,428		0.00051	45.8681	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.91%	40,304	99.93%	220,452,428		0.00015	-1.7954	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.37	40,304	3.83	220,452,428				NO
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN(%)	Parity w Retail	72.54%	$8,294,180	98.69%	$155,328		0.00218	-119.8780	YES
F.9.5.2	B-7	UNE/TN(%)	>= 90%			89.26%	$110,880				NO
F.9.5.3	B-7	Interconnection/TN(%)	>= 90%			93.90%	$2,654				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN(%)	Parity w Retail	82.02%	$10,791,949	98.91%	$311,336		0.00165	-102.5641	YES
F.9.6.2	B-8	UNE/TN(%)	>= 90%			98.72%	$388,343				YES
F.9.6.3	B-8	Interconnection/TN(%)	>= 90%			70.83%	$91,578				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 bus days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN(%)	>= 95% w in 30 days			50.00%	4				NO
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	TN(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	TN(average)	>= 22 bus days prior to release			6	2				NO
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	TN(%)	>= 97% w in 15 min			100.00%	32				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	5				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			66.67%	3				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days			100.00%	2				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 90% w in 30 min			96.50%	78,663				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			99.75%	194,073				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			99.95%	78,663				NO
F.12.2.2	O-2	TAG/Region(%)	100%			99.75%	194,073				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN(hours)	PBD	0.75	22	0.75	22				PBD
F.13.1.2	D-1	Directory Listings/TN(hours)	PBD	0.09	26	0.09	26				PBD
F.13.1.3	D-1	Directory Assistance/TN(hours)	PBD	4.18	26	3.13	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN(%)	>= 95%			86.15%	65				YES
F.13.2.2	D-2	Directory Listings/TN(%)	>= 95%			100.00%	57				YES
F.13.2.3	D-2	Directory Assistance/TN(%)	>= 95%			100.00%	57				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			99.35%	153				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	4,824	4	4,582	4				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Completions w/o Notice or < 24 hours (Resale)									Equity
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			100.00%	449				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			100.00%	10,458				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			100.00%	78				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			100.00%	226				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			100.00%	4				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			100.00%	2				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			100.00%	5				Diagnostic
		% Completions w/o Notice or < 24 hours (UNE)									
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			100.00%	2				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			100.00%	132				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			100.00%	2,307				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic								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			100.00%	176				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			100.00%	66				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								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			100.00%	57				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			100.00%	130				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								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			100.00%	151				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			100.00%	11				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			100.00%	162				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	2,308				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			100.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			100.00%	188				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic

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B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic			100.00%	116				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours (LIT)										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			100.00%	9				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic

ATTACHMENT 1A

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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			9.43%	14,820				Diagnostic
A.1.1.2	O-7	Business/TN(%)	Diagnostic			22.26%	301				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			31.33%	2,113				Diagnostic
A.1.2.2	O-7	Business/TN(%)	Diagnostic			54.39%	285				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.4	O-7	PBX/TN(%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/TN(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)	Diagnostic			48.15%	108				Diagnostic
A.1.3.2	O-7	Business/TN(%)	Diagnostic			38.54%	192				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)	Diagnostic			22.86%	35				Diagnostic
A.1.3.4	O-7	PBX/TN(%)	Diagnostic			25.00%	4				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)	Diagnostic			0.00%	2				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)	Diagnostic			38.89%	18				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr			93.99%	1,397				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr			98.51%	67				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 - 24 hours										
A.1.5.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.2	O-8	Business/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
A.1.5.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs	*This data not applicable after 5-1-2001, see below*							
	Reject Interval - Partially Mechanized - 18 hours										
A.1.6.1	O-8	Residence/TN(%)	>= 85% w in 18 hrs			94.71%	662				YES
A.1.6.2	O-8	Business/TN(%)	>= 85% w in 18 hrs			98.71%	155				YES
A.1.6.3	O-8	Design (Specials)/TN(%)	>= 85% w in 18 hrs			100.00%	1				YES
A.1.6.4	O-8	PBX/TN(%)	>= 85% w in 18 hrs								
A.1.6.5	O-8	Centrex/TN(%)	>= 85% w in 18 hrs								
A.1.6.6	O-8	ISDN/TN(%)	>= 85% w in 18 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs			100.00%	52				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs			100.00%	74				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs			100.00%	1				YES
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs								
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs			100.00%	7				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs			98.40%	13,128				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs			100.00%	180				YES

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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										
A.1.10.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
A.1.10.2	O-9	Business/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
A.1.10.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
A.1.10.4	O-9	PBX/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
A.1.10.5	O-9	Centrex/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
A.1.10.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs			***This data not applicable after 5-1-2001, see below***					
	FOC Timeliness - Partially Mechanized - 18 hours										
A.1.11.1	O-9	Residence/TN(%)	>= 85% w in 18 hrs			92.15%	1,668				YES
A.1.11.2	O-9	Business/TN(%)	>= 85% w in 18 hrs			93.67%	158				YES
A.1.11.3	O-9	Design (Specials)/TN(%)	>= 85% w in 18 hrs								
A.1.11.4	O-9	PBX/TN(%)	>= 85% w in 18 hrs								
A.1.11.5	O-9	Centrex/TN(%)	>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/TN(%)	>= 85% w in 18 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN(%)	>= 85% w in 36 hrs			100.00%	71				YES
A.1.13.2	O-9	Business/TN(%)	>= 85% w in 36 hrs			100.00%	112				YES
A.1.13.3	O-9	Design (Specials)/TN(%)	>= 85% w in 36 hrs			100.00%	15				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			100.00%	1				YES
A.1.13.6	O-9	ISDN/TN(%)	>= 85% w in 36 hrs			100.00%	16				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11	Residence/TN(%)	>= 95%			98.00%	14,820				YES
A.1.14.2	O-11	Business/TN(%)	>= 95%			82.06%	301				NO
A.1.14.3	O-11	Design (Specials)/TN(%)	>= 95%								
A.1.14.4	O-11	PBX/TN(%)	>= 95%								
A.1.14.5	O-11	Centrex/TN(%)	>= 95%								
A.1.14.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11	Residence/TN(%)	>= 95%			100.00%	2,113				YES
A.1.15.2	O-11	Business/TN(%)	>= 95%			100.00%	285				YES
A.1.15.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.15.4	O-11	PBX/TN(%)	>= 95%								
A.1.15.5	O-11	Centrex/TN(%)	>= 95%								
A.1.15.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN(%)	>= 95%			96.03%	151				YES
A.1.16.2	O-11	Business/TN(%)	>= 95%			87.15%	249				NO
A.1.16.3	O-11	Design (Specials)/TN(%)	>= 95%			86.36%	22				NO
A.1.16.4	O-11	PBX/TN(%)	>= 95%			50.00%	4				NO
A.1.16.5	O-11	Centrex/TN(%)	>= 95%			100.00%	1				YES
A.1.16.6	O-11	ISDN/TN(%)	>= 95%			95.83%	24				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11	Residence/TN(%)	>= 95%			100.00%	14,523				YES
A.1.17.2	O-11	Business/TN(%)	>= 95%			100.00%	247				YES
A.1.17.3	O-11	Design (Specials)/TN(%)	>= 95%								
A.1.17.4	O-11	PBX/TN(%)	>= 95%								
A.1.17.5	O-11	Centrex/TN(%)	>= 95%								
A.1.17.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1	O-11	Residence/TN(%)	>= 95%			93.61%	2,113				NO
A.1.18.2	O-11	Business/TN(%)	>= 95%			89.47%	285				NO

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A.1.18.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	1				YES
A.1.18.4	O-11	PBX/TN(%)	>= 95%								
A.1.18.5	O-11	Centrex/TN(%)	>= 95%								
A.1.18.6	O-11	ISDN/TN(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/TN(%)	>= 95%			91.03%	145				NO
A.1.19.2	O-11	Business/TN(%)	>= 95%			88.94%	217				NO
A.1.19.3	O-11	Design (Specials)/TN(%)	>= 95%			89.47%	19				NO
A.1.19.4	O-11	PBX/TN(%)	>= 95%			100.00%	2				YES
A.1.19.5	O-11	Centrex/TN(%)	>= 95%			100.00%	1				YES
A.1.19.6	O-11	ISDN/TN(%)	>= 95%			95.65%	23				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN(days)	Res	6.09	13,226	4.98	475	9.722	0.45402	2.4527	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN(days)	Res	0.86	252,989	1.07	10,253	1.001	0.01008	-20.4000	NO
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN(days)	Res	5.29	7			0.469			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN(days)	Res	0.78	3			0.346			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN(days)	Bus	3.38	8,012	3.68	76	7.602	0.87617	-0.3382	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN(days)	Bus	1.14	14,162	0.88	227	2.015	0.13480	1.9733	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN(days)	Bus	9.85	62	8.33	3	14.609	8.63622	0.1762	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN(days)	Bus	0.82	13	0.33	1	1.183	1.22807	0.3971	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN(days)	Design	19.46	1,963	4.25	4	28.576	14.30245	1.0632	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Design	7.85	748	0.50	46	13.863	2.10582	3.4920	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN(days)	Design	9.60	5			5.910			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)	Design	4.00	14	4.00	1	3.103	3.21212	0.0000	YES
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN(days)	PBX	11.37	47			11.121			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN(days)	PBX	4.17	142	2.38	7	7.819	3.02723	0.5898	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN(days)	PBX	1.90	24			2.921			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN(days)	Centrex	7.05	206			10.938			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN(days)	Centrex	3.63	584	4.17	2	6.321	4.47748	-0.1203	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN(days)	Centrex	17.94	16			18.598			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Centrex	3.70	36			4.098			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN(days)	ISDN	22.70	718	10.67	3	23.813	13.77725	0.8736	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN(days)	ISDN	8.99	482	2.97	13	26.464	7.43806	0.8093	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN(days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN(days)	ISDN	0.33	1			0.000			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN(days)	Res	9.05	166			6.978			
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN(days)	Res								
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN(days)	Res	7.63	32			12.333			
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN(days)	Res								
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN(days)	Res								
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN(days)	Res								
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN(days)	Bus	10.00	35	10.00	1	11.259	11.41871	0.0000	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN(days)	Bus								
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN(days)	Bus	32.00	2	4.00	1	41.012	50.22948	0.5574	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN(days)	Bus								
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN(days)	Bus								
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN(days)	Bus								
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN(days)	Design	10.89	9			8.448			
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN(days)	Design								
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN(days)	Design	114.93	15			133.002			
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN(days)	Design								
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN(days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN(days)	Design								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN(days)	PBX								

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A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN(days)	PBX								
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN(days)	PBX								
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN(days)	PBX								
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN(days)	PBX								
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN(days)	PBX								
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN(days)	Centrex	9.33	3			12.702			
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN(days)	Centrex								
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN(days)	Centrex								
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN(days)	Centrex								
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN(days)	Centrex								
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN(days)	Centrex	2.00	1			0.000			
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN(days)	ISDN	84.53	15			96.640			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN(days)	ISDN								
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN(days)	ISDN								
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN(days)	ISDN								
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN(days)	ISDN								
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN(days)	ISDN								
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN(%)	Res	0.54%	281,450	0.36%	11,424		0.00070	2.5391	YES
A.2.4.2	P-2	Business/TN(%)	Bus	1.95%	22,759	1.83%	382		0.00714	0.1660	YES
A.2.4.3	P-2	Design (Specials)/TN(%)	Design	22.35%	3,195	0.00%	36		0.06982	3.2008	YES
A.2.4.4	P-2	PBX/TN(%)	PBX	2.85%	246	0.00%	6		0.06870	0.4142	YES
A.2.4.5	P-2	Centrex/TN(%)	Centrex	4.55%	857	0.00%	1		0.20854	0.2182	YES
A.2.4.6	P-2	ISDN/TN(%)	ISDN	7.99%	1,839	0.00%	11		0.08201	0.9747	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN(%)	Diagnostic			2.70%	74				Diagnostic
A.2.5.2	P-2	Business/TN(%)	Diagnostic			0.00%	45				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN(%)	Diagnostic			5.56%	18				Diagnostic
A.2.5.4	P-2	PBX/TN(%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.5	P-2	Centrex/TN(%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/TN(%)	Diagnostic			0.00%	10				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN(hours)	>= 48 hrs			173.27	41				YES
A.2.7.2	P-2	Business/TN(hours)	>= 48 hrs			610.29	7				YES
A.2.7.3	P-2	Design (Specials)/TN(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN(hours)	Diagnostic			84.00	2				Diagnostic
A.2.8.2	P-2	Business/TN(hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN(hours)	Diagnostic			24.00	1				Diagnostic
A.2.8.4	P-2	PBX/TN(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/TN(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN(%)	95% >= 48 hrs			84.62%	13				NO
A.2.9.2	P-2	Business/TN(%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.3	P-2	Design (Specials)/TN(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/TN(%)	Diagnostic			92.31%	26				Diagnostic
A.2.10.2	P-2	Business/TN(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.3	P-2	Design (Specials)/TN(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/TN(%)	Diagnostic								Diagnostic

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A.2.10.5	P-2	Centrex/TN(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)	Res	9.20%	15,854	6.67%	510		0.01300	1.9459	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)	Res	0.05%	264,953	0.08%	10,982		0.00021	-1.6444	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)	Res	9.09%	11						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)	Res	0.00%	3						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN(%)	Bus	2.95%	8,271	3.57%	112		0.01610	-0.3860	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)	Bus	0.18%	14,242	0.00%	307		0.00241	0.7269	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)	Bus	12.50%	80	33.33%	3		0.19449	-1.0712	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)	Bus	0.00%	13	0.00%	1		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)	Design	4.37%	1,990	0.00%	7		0.07742	0.5647	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	Design	0.27%	753	0.00%	46		0.00782	0.3398	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)	Design	16.67%	6						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	Design	0.00%	14	0.00%	1		0.00000		YES
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)	PBX	10.20%	49						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)	PBX	0.68%	147	0.00%	7		0.03180	0.2139	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	29						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)	Centrex	3.74%	214						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)	Centrex	0.17%	588	0.00%	2		0.02919	0.0583	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%	39						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)	ISDN	7.67%	730	0.00%	4		0.13343	0.5749	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN	0.61%	494	0.00%	16		0.01973	0.3077	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN	0.00%	1						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)	Res	8.66%	15,932	10.71%	448		0.01347	-1.5284	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)	Res	3.52%	258,502	3.67%	11,771		0.00174	-0.8918	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)	Res	15.38%	13						
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	4.17%	9,039	7.38%	122		0.01822	-1.7596	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)	Bus	3.93%	14,861	3.85%	364		0.01031	0.0811	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)	Bus	6.98%	86	0.00%	5		0.11719	0.5953	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)	Bus	0.00%	43						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)	Design	3.79%	1,584						
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	Design	0.00%	44	0.00%	3		0.00000		YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)	Design	0.00%	1						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)	PBX	1.61%	62						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	250	0.00%	7		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)	PBX	0.00%	36						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)	Centrex	1.70%	235						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)	Centrex	0.89%	783	0.00%	4		0.04718	0.1895	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN(%)	Centrex	5.88%	17						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN(%)	Centrex	0.00%	52						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)	ISDN	0.14%	694	0.00%	3		0.02195	0.0657	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN	0.21%	480	0.00%	17		0.01125	0.1851	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN(%)	ISDN								
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)	Res	1.29	11,460	2.03	500	10.340	0.47239	-1.5598	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)	Res	1.69	214,358	1.43	9,533	8.548	0.08948	2.9590	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN(hours)	Res	0.09	9			0.236			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN(hours)	Res	0.45	2			0.071			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN(hours)	Bus	5.23	3,332	10.01	93	115.514	12.14426	-0.3941	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)	Bus	1.59	10,553	7.75	164	8.966	0.70555	-8.7184	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN(hours)	Bus	1.69	43	0.05	4	7.190	3.75844	0.4376	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN(hours)	Bus	0.74	13			0.218			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)	Design	151.58	1,418			675.417			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)	Design	10.17	286	8.89	27	83.014	16.71310	0.0766	YES
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN(hours)	Design	82.86	3			143.495			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)	Design	0.74	10			0.252			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)	PBX	29.06	28			47.683			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)	PBX	32.69	94	0.43	2	182.626	130.50271	0.2472	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)	PBX	0.68	28			0.242			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)	Centrex	13.26	143			49.097			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)	Centrex	6.75	311			34.548			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)	Centrex	2.43	8			6.587			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)	Centrex	7.23	33			29.933			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)	ISDN	106.69	529			500.609			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)	ISDN	190.19	407	0.73	1	567.784	568.48130	0.3333	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)	ISDN	0.73	1			0.000			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)	Diagnostic			18.85	23				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			14.16	43				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			18.53	5				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			16.37	85				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			20.72	4				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			15.50	16				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			20.96	3				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			14.00	1				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)	Diagnostic			74.69	2				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			37.81	12				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)	Diagnostic			5.34	345				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.09	8,760				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			2.28	37				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.82	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

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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			4.59	62				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.76	1,093				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			5.08	17				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.62	69				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic			1.00	1				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			3.00	1				Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.88	25				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			4.00	2				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			5.14	21				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.02	42				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			4.50	2				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.84	61				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)	Diagnostic			8.00	2				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.31	16				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			7.67	3				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			1.00	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			30.00	1				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			7.80	10				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

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	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)	Diagnostic			5.29	335				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.59	3,305				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			2.28	37				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.86	48				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			4.61	59				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.77	903				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			5.08	17				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.56	61				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic			1.00	1				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			1.88	25				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			4.00	2				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								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			5.00	20				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.36	33				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			4.50	2				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.79	57				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)	Diagnostic			6.00	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			3.00	5				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			7.67	3				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			1.00	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			30.00	1				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			7.80	10				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
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN(%)	>= 95%			92.65%	136				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN(%)	>= 95%								
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%			87.50%	8				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN(%)	>= 95%			88.04%	92				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN(%)	>= 95%			50.00%	2				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			66.67%	3				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN(%)	>= 95%			66.67%	3				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			0.00%	1				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/TN(%)	Res	6.88%	45,325	5.53%	994		0.00812	1.6611	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN(%)	Res	1.51%	25,447	0.67%	299		0.00709	1.1847	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN(%)	Bus	7.59%	6,933	6.34%	142		0.02245	0.5564	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN(%)	Bus	3.65%	2,713	4.71%	85		0.02065	-0.5117	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN(%)	Design	1.19%	1,174	0.00%	12		0.03150	0.3786	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN(%)	Design	0.09%	1,069	0.00%	2		0.02164	0.0432	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN(%)	PBX	8.89%	45	0.00%	2		0.20565	0.4322	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN(%)	PBX	5.88%	34						
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN(%)	Centrex	9.02%	399	0.00%	3		0.16603	0.5434	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN(%)	Centrex	6.01%	233	0.00%	1		0.23816	0.2523	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN(%)	ISDN	10.00%	550	0.00%	1		0.30027	0.3330	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	560	0.00%	2		0.12153	0.2498	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN(%)	Res	2.30%	1,968,565	2.65%	37,458		0.00079	-4.4375	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN(%)	Res	1.29%	1,968,565	0.80%	37,458		0.00059	8.3378	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN(%)	Bus	1.43%	486,501	1.23%	11,499		0.00113	1.6885	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN(%)	Bus	0.56%	486,501	0.74%	11,499		0.00070	-2.5766	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN(%)	Design	0.32%	368,991	0.49%	2,464		0.00114	-1.4810	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN(%)	Design	0.29%	368,991	0.08%	2,464		0.00109	1.9168	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN(%)	PBX	0.07%	62,038	0.29%	692		0.00103	-2.1027	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN(%)	PBX	0.05%	62,038	0.00%	692		0.00089	0.6124	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN(%)	Centrex	0.51%	77,531	1.15%	261		0.00445	-1.4272	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN(%)	Centrex	0.30%	77,531	0.38%	261		0.00340	-0.2431	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN(%)	ISDN	1.84%	29,966	0.30%	338		0.00741	2.0775	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN(%)	ISDN	1.87%	29,966	0.59%	338		0.00748	1.7079	YES
	Maintenance Average Duration										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.3.1.1	M&R-3	Residence/Dispatch/TN(hours)	Res	28.05	45,325	27.02	994	22.359	0.71692	1.4441	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN(hours)	Res	12.39	25,447	6.64	299	16.186	0.94156	6.1057	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN(hours)	Bus	11.15	6,933	9.73	142	13.606	1.15343	1.2335	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN(hours)	Bus	4.69	2,713	3.22	85	8.295	0.91375	1.6059	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN(hours)	Design	4.90	1,174	6.16	12	25.012	7.25721	-0.1747	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN(hours)	Design	2.17	1,069	3.24	2	14.773	10.45550	-0.1026	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)	PBX	8.14	45	18.37	2	7.918	5.72194	-1.7872	NO
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN(hours)	PBX	5.20	34			12.048			
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN(hours)	Centrex	11.82	399	6.81	3	12.558	7.27751	0.6881	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN(hours)	Centrex	5.24	233	2.30	1	13.408	13.43664	0.2185	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)	ISDN	10.46	550	4.42	1	13.364	13.37594	0.4519	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN(hours)	ISDN	3.86	560	0.33	2	10.600	7.50899	0.4705	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN(%)	Res	22.76%	45,325	17.91%	994		0.01344	3.6111	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN(%)	Res	18.82%	25,447	15.38%	299		0.02274	1.5107	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN(%)	Bus	16.53%	6,933	16.90%	142		0.03149	-0.1181	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN(%)	Bus	14.34%	2,713	14.12%	85		0.03860	0.0572	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN(%)	Design	41.99%	1,174	33.33%	12		0.14320	0.6047	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN(%)	Design	42.56%	1,069	50.00%	2		0.34995	-0.2125	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN(%)	PBX	17.78%	45	0.00%	2		0.27629	0.6435	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN(%)	PBX	23.53%	34						
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN(%)	Centrex	13.78%	399	33.33%	3		0.19978	-0.9785	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN(%)	Centrex	16.31%	233	0.00%	1		0.37024	0.4405	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN(%)	ISDN	28.55%	550	0.00%	1		0.45204	0.6315	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN(%)	ISDN	24.82%	560	50.00%	2		0.30600	-0.8228	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN(%)	Res	40.55%	29,997	46.12%	735		0.01833	-3.0395	NO
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN(%)	Res	18.93%	9,603	14.79%	142		0.03312	1.2509	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN(%)	Bus	5.77%	4,038	5.13%	78		0.02666	0.2408	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN(%)	Bus	2.23%	1,121	6.90%	29		0.02777	-1.6802	NO
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN(%)	Design	1.19%	1,174	0.00%	12		0.03150	0.3786	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN(%)	Design	0.09%	1,069	0.00%	2		0.02164	0.0432	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN(%)	PBX	0.00%	24	0.00%	2		0.00000		YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN(%)	PBX	20.00%	10						
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN(%)	Centrex	5.18%	251	0.00%	1		0.22205	0.2332	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN(%)	Centrex	0.90%	111	0.00%	1		0.09491	0.0949	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN(%)	ISDN	10.02%	549	0.00%	1		0.30052	0.3334	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN(%)	ISDN	3.04%	560	0.00%	2		0.12153	0.2498	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	TN(%)	BST - State	98.83%	$199,623,100	99.79%	$2,306,188		0.00007	-135.0907	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.72	1	3.18	1,791				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			23.33%	30				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic			18.62%	2,766				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			14.13%	92				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			62.50%	16				Diagnostic
B.1.1.7	O-7	Line Sharing/TN(%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			64.71%	136				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			13.33%	15				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			36.96%	46				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN(%)	Diagnostic			18.62%	2,766				Diagnostic
B.1.1.16	O-7	INP Standalone/TN(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP (Standalone)/TN(%)	Diagnostic			1.14%	88				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			0.00%	11				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic			33.91%	1,737				Diagnostic
B.1.2.4	O-7	Combo Other/TN(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic								Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			21.88%	32				Diagnostic
B.1.2.7	O-7	Line Sharing/TN(%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			26.91%	457				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			40.44%	136				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			16.28%	43				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN(%)	Diagnostic			33.91%	1,737				Diagnostic
B.1.2.16	O-7	INP Standalone/TN(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP (Standalone)/TN(%)	Diagnostic			48.73%	158				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN(%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN(%)	Diagnostic			6.35%	126				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic			39.13%	69				Diagnostic
B.1.3.4	O-7	Combo Other/TN(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			32.76%	174				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic			0.00%	7				Diagnostic
B.1.3.7	O-7	Line Sharing/TN(%)	Diagnostic			28.05%	82				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic			6.38%	94				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic			59.44%	429				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN(%)	Diagnostic			55.56%	9				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic			*Data Included in B.1.3.19*					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			67.82%	289				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic			*Data Included in B.1.3.20*					
B.1.3.14	O-7	Other Design/TN(%)	Diagnostic			6.02%	133				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN(%)	Diagnostic			38.57%	70				Diagnostic
B.1.3.16	O-7	INP Standalone/TN(%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/TN(%)	Diagnostic			46.49%	299				Diagnostic
B.1.3.18	O-7	Loops Non-Design/TN(%)	Diagnostic			57.20%	264				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.3.19	O-7	Loops Non-Design w/INP/TN(%)	Diagnostic			62.50%	40				Diagnostic
B.1.3.20	O-13	Loops Non-Design w/LNP/TN(%)	Diagnostic			75.81%	215				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/TN(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN(%)	>= 97% w in 1 hr			71.43%	7				NO
B.1.4.3	O-8	Loop + Port Combinations/TN(%)	>= 97% w in 1 hr			95.53%	515				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%	13				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 97% w in 1 hr			100.00%	10				YES
B.1.4.7	O-8	Line Sharing/TN(%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/TN(%)	>= 97% w in 1 hr			100.00%	88				YES
B.1.4.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 97% w in 1 hr								
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			0.00%	2				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/TN(%)	>= 97% w in 1 hr			88.24%	17				NO
B.1.4.15	O-8	Other Non-Design/TN(%)	>= 97% w in 1 hr			95.53%	515				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%	1				YES
	Reject Interval - Partially Mechanized - 24 hours										
B.1.5.1	O-8	Switch Ports/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.2	O-8	Local Interoffice Transport/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.3	O-8	Loop + Port Combinations/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.4	O-8	Combo Other/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.7	O-8	Line Sharing/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.14	O-8	Other Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.15	O-8	Other Non-Design/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.16	O-8	INP Standalone/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
B.1.5.17	O-14	LNP (Standalone)/TN(%)	>= 85% w in 24 hrs			*This data not applicable after 5-1-2001, see below*					
	Reject Interval - Partially Mechanized - 18 hours										
B.1.6.1	O-8	Switch Ports/TN(%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/TN(%)	>= 85% w in 18 hrs								
B.1.6.3	O-8	Loop + Port Combinations/TN(%)	>= 85% w in 18 hrs			98.64%	589				YES
B.1.6.4	O-8	Combo Other/TN(%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 18 hrs								
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 18 hrs			100.00%	7				YES
B.1.6.7	O-8	Line Sharing/TN(%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 18 hrs			97.56%	123				YES
B.1.6.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 18 hrs			90.91%	55				YES
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.6.14	O-8	Other Design/TN(%)	>= 85% w in 18 hrs			100.00%	7				YES
B.1.6.15	O-8	Other Non-Design/TN(%)	>= 85% w in 18 hrs			98.64%	589				YES
B.1.6.16	O-8	INP Standalone/TN(%)	>= 85% w in 18 hrs								
B.1.6.17	O-14	LNP Standalone/TN(%)	>= 85% w in 18 hrs			79.22%	77				NO
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/TN(%)	>= 85% w in 24 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.8.2	O-8	Local Interoffice Transport/TN(%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.3	O-8	Loop + Port Combinations/TN(%)	>= 85% w in 24 hrs			88.89%	27				YES
B.1.8.4	O-8	Combo Other/TN(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 24 hrs			94.74%	57				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/TN(%)	>= 85% w in 24 hrs			100.00%	23				YES
B.1.8.8	O-8	2W Analog Loop Design/TN(%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN(%)	>= 85% w in 24 hrs			96.47%	255				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 24 hrs	*Data included in B.1.8.19*							
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 24 hrs			98.98%	196				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 24 hrs	*Data included in B.1.8.20*							
B.1.8.14	O-8	Other Design/TN(%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.15	O-8	Other Non-Design/TN(%)	>= 85% w in 24 hrs			88.89%	27				YES
B.1.8.16	O-8	INP Standalone/TN(%)	>= 85% w in 24 hrs								
B.1.8.17	O-14	LNP (Standalone)/TN(%)	>= 85% w in 24 hrs			98.56%	139				YES
B.1.8.18	O-8	Loops Non-Design/TN(%)	>= 85% w in 24 hrs			99.34%	151				YES
B.1.8.19	O-8	Loops Non-Design w/INP/TN(%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.20	O-14	Loops Non-Design w/LNP/TN(%)	>= 85% w in 24 hrs			98.77%	163				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			100.00%	21				YES
B.1.9.3	O-9	Loop + Port Combinations/TN(%)	>= 95% w in 3 hrs			99.34%	2,107				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			79.52%	83				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 95% w in 3 hrs								
B.1.9.7	O-9	Line Sharing/TN(%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/TN(%)	>= 95% w in 3 hrs			91.30%	23				NO
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 95% w in 3 hrs								
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			78.57%	14				NO
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			100.00%	21				YES
B.1.9.15	O-9	Other Non-Design/TN(%)	>= 95% w in 3 hrs			99.34%	2,107				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			98.28%	58				YES
	FOC Timeliness - Partially Mechanized										
B.1.10.1	O-9	Switch Ports/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.2	O-9	Local Interoffice Transport/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.4	O-9	Combo Other/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.7	O-9	Line Sharing/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.14	O-9	Other Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.15	O-9	Other Non-Design/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.16	O-9	INP Standalone/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
B.1.10.17	O-15	LNP Standalone/TN(%)	>= 85% w in 36 hrs	*This data not applicable after 5-1-2001, see below*							
	FOC Timeliness - Partially Mechanized - 18 hours										
B.1.11.1	O-9	Switch Ports/TN(%)	>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/TN(%)	>= 85% w in 18 hrs			100.00%	11				YES
B.1.11.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 18 hrs			91.97%	1,383				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.11.4	O-9	Combo Other/TN(%)	>= 85% w in 18 hrs								
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 18 hrs			66.67%	6				NO
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 18 hrs			100.00%	27				YES
B.1.11.7	O-9	Line Sharing/TN(%)	>= 85% w in 18 hrs								
B.1.11.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 18 hrs			99.43%	348				YES
B.1.11.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 18 hrs			84.95%	93				NO
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 18 hrs								
B.1.11.14	O-9	Other Design/TN(%)	>= 85% w in 18 hrs			100.00%	38				YES
B.1.11.15	O-9	Other Non-Design/TN(%)	>= 85% w in 18 hrs			91.97%	1,383				YES
B.1.11.16	O-9	INP Standalone/TN(%)	>= 85% w in 18 hrs								
B.1.11.17	O-15	LNP Standalone/TN(%)	>= 85% w in 18 hrs			85.39%	89				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%	107				YES
B.1.13.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 36 hrs			97.14%	35				YES
B.1.13.4	O-9	Combo Other/TN(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 85% w in 36 hrs			99.35%	153				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN(%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.7	O-9	Line Sharing/TN(%)	>= 85% w in 36 hrs			100.00%	66				YES
B.1.13.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 36 hrs			100.00%	81				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 36 hrs			99.60%	252				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)	>= 85% w in 36 hrs			90.00%	10				YES
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			94.40%	268				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 36 hrs			0.00%	1				NO
B.1.13.14	O-9	Other Design/TN(%)	>= 85% w in 36 hrs			100.00%	115				YES
B.1.13.15	O-9	Other Non-Design/TN(%)	>= 85% w in 36 hrs			97.14%	35				YES
B.1.13.16	O-9	INP Standalone/TN(%)	>= 85% w in 36 hrs								
B.1.13.17	O-15	LNP Standalone/TN(%)	>= 85% w in 36 hrs			89.30%	271				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/TN(%)	>= 95%			93.33%	30				NO
B.1.14.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			94.76%	2,766				NO
B.1.14.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			68.48%	92				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			62.50%	16				NO
B.1.14.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.14.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			81.62%	136				NO
B.1.14.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	30				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.14.14	O-11	Other Design/TN(%)	>= 95%			82.61%	46				NO
B.1.14.15	O-11	Other Non-Design/TN(%)	>= 95%			94.76%	2,766				NO
B.1.14.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.14.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	42				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.15.2	O-11	Local Interoffice Transport/TN(%)	>= 95%			100.00%	11				YES
B.1.15.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			100.00%	1,737				YES
B.1.15.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%								
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	32				YES
B.1.15.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.15.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			100.00%	457				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	93				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.15.14	O-11	Other Design/TN(%)	>= 95%			100.00%	43				YES
B.1.15.15	O-11	Other Non-Design/TN(%)	>= 95%			100.00%	1,737				YES
B.1.15.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.15.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	160				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%			95.80%	119				YES
B.1.16.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			89.61%	77				NO
B.1.16.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			88.89%	9				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	7				YES
B.1.16.7	O-11	Line Sharing/TN(%)	>= 95%			97.98%	99				YES
B.1.16.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			97.67%	86				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%			92.91%	705				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%			100.00%	8				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	347				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.16.14	O-11	Other Design/TN(%)	>= 95%			96.03%	126				YES
B.1.16.15	O-11	Other Non-Design/TN(%)	>= 95%			89.61%	77				NO
B.1.16.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.16.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	361				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/TN(%)	>= 95%			100.00%	28				YES
B.1.17.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			100.00%	2,621				YES
B.1.17.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			100.00%	63				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			100.00%	10				YES
B.1.17.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.17.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			100.00%	111				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	30				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								
B.1.17.14	O-11	Other Design/TN(%)	>= 95%			100.00%	38				YES
B.1.17.15	O-11	Other Non-Design/TN(%)	>= 95%			100.00%	2,621				YES
B.1.17.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.17.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	42				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1	O-11	Switch Ports/TN(%)	>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/TN(%)	>= 95%			100.00%	11				YES
B.1.18.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			88.03%	1,737				NO
B.1.18.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%								
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			96.88%	32				YES
B.1.18.7	O-11	Line Sharing/TN(%)	>= 95%								
B.1.18.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			97.81%	457				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%								
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%			100.00%	93				YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.14	O-11	Other Design/TN(%)	>= 95%			97.67%	43				YES
B.1.18.15	O-11	Other Non-Design/TN(%)	>= 95%			88.03%	1,737				NO
B.1.18.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.18.17	O-11	LNP Standalone/TN(%)	>= 95%			98.13%	160				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%			83.33%	114				NO
B.1.19.3	O-11	Loop + Port Combinations/TN(%)	>= 95%			92.75%	69				NO
B.1.19.4	O-11	Combo Other/TN(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%			75.00%	8				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%			71.43%	7				NO
B.1.19.7	O-11	Line Sharing/TN(%)	>= 95%			94.85%	97				NO
B.1.19.8	O-11	2W Analog Loop Design/TN(%)	>= 95%			83.33%	84				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%			91.45%	655				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%			87.50%	8				NO
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%			100.00%	347				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%			100.00%	1				YES
B.1.19.14	O-11	Other Design/TN(%)	>= 95%			82.64%	121				NO
B.1.19.15	O-11	Other Non-Design/TN(%)	>= 95%			92.75%	69				NO
B.1.19.16	O-11	INP Standalone/TN(%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/TN(%)	>= 95%			100.00%	361				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)	5.07	21,238			9.077			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.88	267,151			1.080			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	9.39	69			13.912			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.81	16			1.072			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	DS1/DS3			12.00	1				
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	5.08	21,466	2.17	106	9.095	0.88555	3.2900	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	R&B	0.89	268,225	0.80	1,875	1.129	0.02617	3.2670	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days)	R&B	***Data included in B.2.1.3.1.2***							
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)	R&B	***Data included in B.2.1.3.1.2***							
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	R&B	11.00	85	6.00	1	15.218	15.30685	0.3267	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	R&B	2.50	77			3.478			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)	R&B	***Data included in B.2.1.3.2.2***							
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)	R&B	***Data included in B.2.1.3.2.2***							
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN(days)	R&B&D - Disp	6.79	24,172			13.415			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN(days)	R&B&D - Disp	10.92	90			14.849			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN(days)	R&B&D - Disp								
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)	ADSL to Retail	5.51	225	4.81	89	9.637	1.20675	0.5801	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	3.29	115			1.156			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)	ADSL to Retail	4.00	1			0.000			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN(days)	ISDN - BRI	17.06	397	10.26	61	21.881	3.00916	2.2598	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN(days)	ISDN - BRI	1.49	424			2.870			
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	0.33	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	5.51	225			9.637			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	3.29	115	3.48	33	1.156	0.22827	-0.8324	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN(days)	ADSL to Retail	4.00	1			0.000			
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	5.08	21,466	5.12	195	9.095	0.65425	-0.0558	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.08	21,466			9.095			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	5.07	21,238			9.077			
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	1.29	152,244			1.284			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	9.39	69			13.912			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.25	4			1.500			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	5.08	21,466	5.00	1	9.095	9.09511	0.0092	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.08	21,466			9.095			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
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	5.07	21,238			9.077			
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	1.29	152,244			1.284			
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	9.39	69			13.912			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.25	4			1.500			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	5.08	21,466	5.19	123	9.095	0.82241	-0.1258	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	5.08	21,466			9.095			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	11.00	85			15.218			
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	5.07	21,238			9.077			
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	1.29	152,244			1.284			
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	9.39	69			13.912			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	2.25	4			1.500			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)	Design	20.34	2,706	10.50	12	27.291	7.89577	1.2462	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)	Design	11.62	882			22.716			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN(days)	Design	9.60	5			5.910			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Design	4.00	14			3.103			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)	R&B	5.08	21,466			9.095			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	R&B	0.89	268,225	0.33	1	1.129	1.12920	0.4919	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)	R&B	11.00	85			15.218			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	R&B	2.50	77			3.478			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	5.07	21,238			9.077			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.88	267,151	0.33	1	1.080	1.08040	0.5082	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	9.39	69			13.912			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.81	16			1.072			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	5.07	21,238	7.25	20	9.077	2.03059	-1.0735	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.88	267,151	6.24	98	1.080	0.10916	-49.1121	NO
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	9.39	69			13.912			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.81	16	6.00	2	1.072	0.80393	-6.4558	NO
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Digital Loop < DS1	13.45	267	10.26	61	9.574	1.35866	2.3458	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Digital Loop < DS1	20.50	4			16.823			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Digital Loop < DS1								
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	50.88	87	6.20	150	69.919	9.42247	4.7416	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)	Digital Loop >= DS1	13.20	5			10.010			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)	Digital Loop >= DS1								
		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			4.81	89				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN(days)	R&B (POTS)	9.21	201			7.864			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN(days)	R&B (POTS)	9.06	34			15.092			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN(days)	R&B (POTS)								
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN(days)	R&B (POTS)								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN(days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN(days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN(days)	DS1/ DS3 - Interoffice								
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	9.22	204	11.00	1	7.907	7.92666	-0.2251	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN(days)	R&B								
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN(days)	R&B	9.06	34			15.092			
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN(days)	R&B								
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN(days)	R&B								
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN(days)	R&B	2.00	1			0.000			
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN(days)	R&B&D - Disp	14.24	228			31.370			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN(days)	R&B&D - Disp								
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN(days)	R&B&D - Disp	41.47	49			88.015			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN(days)	R&B&D - Disp								
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN(days)	R&B&D - Disp								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN(days)	R&B&D - Disp	2.00	1			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN(days)	ADSL to Retail	28.80	35	4.00	1	24.855	25.20717	0.9838	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN(days)	ADSL to Retail	6.00	1			0.000			
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN(days)	ADSL to Retail	9.00	1	11.00	1	0.000	0.00000		NO
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN(days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN(days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN(days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN(days)	ISDN - BRI	84.53	15			96.640			
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN(days)	ISDN - BRI								
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN(days)	ISDN - BRI								
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN(days)	ADSL to Retail	28.80	35			24.855			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN(days)	ADSL to Retail	6.00	1			0.000			
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN(days)	ADSL to Retail	9.00	1			0.000			
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN(days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN(days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN(days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN(days)	R&B - Disp	9.22	204			7.907			
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN(days)	R&B - Disp	9.06	34			15.092			
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN(days)	R&B - Disp								
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN(days)	R&B - Disp	2.00	1			0.000			
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	9.21	201			7.864			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or								
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	9.06	34			15.092			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or								
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or								
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or								
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)	R&B - Disp	9.22	204			7.907			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)	R&B - Disp	9.06	34			15.092			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN(days)	R&B - Disp								
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days)	R&B - Disp	2.00	1			0.000			
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	9.21	201			7.864			
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								
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	9.06	34			15.092			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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								
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								
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								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days)	R&B - Disp	9.22	204			7.907			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days)	R&B - Disp	9.06	34			15.092			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days)	R&B - Disp								
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days)	R&B - Disp								
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days)	R&B - Disp	2.00	1			0.000			
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	9.21	201			7.864			
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								
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	9.06	34			15.092			
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								
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								
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								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN(days)	Design	56.92	24			83.881			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN(days)	Design								
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN(days)	Design	114.93	15			133.002			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN(days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN(days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN(days)	Design								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN(days)	R&B	9.22	204			7.907			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN(days)	R&B								
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN(days)	R&B	9.06	34			15.092			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN(days)	R&B								
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN(days)	R&B								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN(days)	R&B	2.00	1			0.000			
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN(days)	R&B (POTS)	9.21	201			7.864			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN(days)	R&B (POTS)	9.06	34			15.092			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN(days)	R&B (POTS)								
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN(days)	R&B (POTS)								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN(days)	R&B (POTS)	9.21	201			7.864			
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN(days)	R&B (POTS)	9.06	34			15.092			
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN(days)	R&B (POTS)								
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN(days)	R&B (POTS)								
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN(days)	R&B (POTS)								
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN(days)	Digital Loop < DS1	6.00	2			0.000			
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN(days)	Digital Loop < DS1								
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN(days)	Digital Loop < DS1	13.00	2			4.243			
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN(days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN(days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN(days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN(days)	Digital Loop >= DS1	3.00	1			0.000			
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN(days)	Digital Loop >= DS1								
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN(days)	Digital Loop >= DS1	326.50	6	11.00	1	14.612	15.78233	19.9907	YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN(days)	Digital Loop >= DS1								
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN(days)	Digital Loop >= DS1								
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/TN(%)	R&B (POTS)	0.64%	304,209						
B.2.5.2	P-2	Local Interoffice Transport/TN(%)	DS1/ DS3 - Interoffice			0.00%	2				
B.2.5.3	P-2	Loop + Port Combinations/TN(%)	R&B	0.65%	305,629	0.23%	3,031		0.00147	2.8654	YES
B.2.5.4	P-2	Combo Other/TN(%)	R&B&D - Disp	0.92%	310,346						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	ADSL to Retail	18.43%	3,435	4.08%	98		0.03972	3.6119	YES
B.2.5.6	P-2	UNE ISDN/TN(%)	ISDN - BRI	12.40%	911	25.00%	36		0.05601	-2.2488	NO
B.2.5.7	P-2	Line Sharing/TN(%)	ADSL to Retail	18.43%	3,435						
B.2.5.8	P-2	2W Analog Loop Design/TN(%)	R&B - Disp	0.65%	305,629	15.31%	98		0.00812	-18.0497	NO

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B.2.5.9	P-2	2W Analog Loop Non-Design/TN(%)	R&B (POTS) excl SB Or	1.03%	189,142						
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN(%)	R&B - Disp	0.65%	305,629						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)	R&B (POTS) excl SB Or	1.03%	189,142						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN(%)	R&B - Disp	0.65%	305,629	0.00%	241		0.00518	1.2556	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	R&B (POTS) excl SB Or	1.03%	189,142						
B.2.5.14	P-2	Other Design/TN(%)	Design	18.47%	4,717	31.82%	22		0.08292	-1.6104	YES
B.2.5.15	P-2	Other Non-Design/TN(%)	R&B	0.65%	305,629	0.00%	1		0.08039	0.0809	YES
B.2.5.16	P-2	INP (Standalone)/TN(%)	R&B (POTS)	0.64%	304,209	0.00%	1		0.07985	0.0804	YES
B.2.5.17	P-2	LNP (Standalone)/TN(%)	R&B (POTS)	0.64%	304,209	0.00%	216		0.00543	1.1807	YES
B.2.5.18	P-2	Digital Loop < DS1/TN(%)	Digital Loop < DS1	12.04%	299	25.00%	36		0.05741	-2.2574	NO
B.2.5.19	P-2	Digital Loop >= DS1/TN(%)	Digital Loop >= DS1	52.17%	115	41.62%	185		0.05932	1.7789	YES
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/TN(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN(%)	Diagnostic			2.78%	36				Diagnostic
B.2.6.4	P-2	Combo Other/TN(%)	Diagnostic								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			8.33%	72				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN(%)	Diagnostic			17.50%	40				Diagnostic
B.2.6.7	P-2	Line Sharing/TN(%)	Diagnostic			0.00%	39				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN(%)	Diagnostic			7.34%	218				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN(%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN(%)	Diagnostic			0.00%	642				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.14	P-2	Other Design/TN(%)	Diagnostic			30.77%	13				Diagnostic
B.2.6.15	P-2	Other Non-Design/TN(%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN(%)	Diagnostic			0.00%	419				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN(%)	Diagnostic			17.50%	40				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN(%)	Diagnostic			37.61%	117				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			264.00	7				YES
B.2.8.4	P-2	Combo Other/TN(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)	>= 48 hrs			426.00	4				YES
B.2.8.6	P-2	UNE ISDN/TN(hours)	>= 48 hrs			445.33	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			251.20	15				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN(hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN(hours)	>= 48 hrs			771.43	7				YES
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			445.33	9				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)	>= 48 hrs			333.51	77				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			336.00	1				Diagnostic
B.2.9.4	P-2	Combo Other/TN(hours)	Diagnostic								Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)	Diagnostic			68.00	6				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN(hours)	Diagnostic			274.29	7				Diagnostic
B.2.9.7	P-2	Line Sharing/TN(hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)	Diagnostic			214.50	16				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			27.05	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			534.00	4				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			274.29	7				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)	Diagnostic			184.91	44				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			75.00%	4				NO
B.2.10.4	P-2	Combo Other/TN(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/TN(%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/TN(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN(%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/TN(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/TN(%)	95% >= 48 hrs								
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)	95% >= 48 hrs			100.00%	5				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/TN(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN(%)	Diagnostic			66.67%	3				Diagnostic
B.2.11.4	P-2	Combo Other/TN(%)	Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)	Diagnostic			50.00%	2				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN(%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN(%)	Diagnostic								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%	24				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			99.45%	901				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%	250				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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%	52				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			98.40%	250				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%	52				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%			1.60%	250				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%	52				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/TN(time units)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN(time units)	Diagnostic			368.25	4				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN(%)	<= 5%			3.04%	789				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%	28				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN(%)	<= 5%			0.00%	36				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.05%	24,125						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.05%	279,195						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	12.09%	91						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3			0.00%	3				
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	7.04%	24,363	4.30%	186		0.01882	1.4531	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	0.05%	280,286	0.09%	3,291		0.00041	-0.8763	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	***Data Included in B.2.18.3.1.2***							
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	***Data Included in B.2.18.3.1.2***							
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	10.28%	107	0.00%	1		0.30512	0.3369	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	85						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	***Data Included in B.2.18.3.2.2***							
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	***Data Included in B.2.18.3.2.2***							
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	6.85%	27,108						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	10.62%	113						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.03%	3,278	3.14%	159		0.01775	1.0639	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	178						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6						
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	10.81%	407	8.00%	75		0.03902	0.7204	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.69%	434						
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	0.00%	1						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)	ADSL to Retail	5.03%	3,278						
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	178	2.44%	41		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	6						
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	7.04%	24,363	1.58%	506		0.01149	4.7493	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.04%	24,363						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107	0.00%	1		0.30512	0.3369	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.05%	24,125						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.09%	164,233						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	12.09%	91						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.04%	24,363	0.00%	4		0.12788	0.5501	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.04%	24,363						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
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	7.05%	24,125						
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	0.09%	164,233						
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	12.09%	91						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	7.04%	24,363	1.21%	330		0.01417	4.1086	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.04%	24,363						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	10.28%	107						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	10.28%	107						
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	7.05%	24,125						
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	0.09%	164,233						
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	12.09%	91						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)	Design	5.25%	2,745	3.03%	33		0.03904	0.5675	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)	Design	0.56%	891						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)	Design	16.67%	6						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)	Design	0.00%	14						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)	R&B	7.04%	24,363						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)	R&B	0.05%	280,286	0.00%	1		0.02328	0.0233	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)	R&B	10.28%	107						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	85						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.05%	24,125						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.05%	279,195	0.00%	1		0.02317	0.0232	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	12.09%	91						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.05%	24,125	0.00%	46		0.03779	1.8668	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.05%	279,195	0.19%	522		0.00102	-1.3424	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	12.09%	91						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	16	0.00%	12		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)	Digital Loop < DS1	1.50%	267	8.00%	75		0.01588	-4.0956	NO
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop < DS1	0.00%	4						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop < DS1								
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	8.89%	90	11.31%	283		0.03444	-0.7023	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1	0.00%	5						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1								
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.03%	24,971						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.54%	273,363						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.08%	99						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	43						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)	DS1/DS3			0.00%	3				
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	6.98%	25,234	33.33%	168		0.01972	-13.3610	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)	R&B	3.52%	274,783	3.84%	3,592		0.00310	-1.0258	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)	R&B	***Data Included in B.2.19.3.1.2***							
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)	R&B	***Data Included in B.2.19.3.1.2***							
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)	R&B	7.76%	116	0.00%	4		0.13605	0.5703	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	131	0.00%	1		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)	R&B	***Data Included in B.2.19.3.2.2***							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)	R&B	***Data Included in B.2.19.3.2.2***							

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B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)	R&B&D - Disp	6.61%	27,546						
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)	R&B&D - Disp	7.69%	117						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN(%)	R&B&D - Disp								
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)	ADSL to Retail	7.48%	3,156	5.36%	168		0.02083	1.0183	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	6.43%	280						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	7						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN(%)	ISDN - BRI	0.23%	432	10.34%	87		0.00565	-17.9084	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)	ISDN - BRI	0.21%	466						
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	7.48%	3,156						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)	ADSL to Retail	6.43%	280	0.00%	13		0.06958	0.9239	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)	ADSL to Retail	0.00%	7						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	6.98%	25,234	7.09%	282		0.01526	-0.0730	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	6.98%	25,234						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	7.76%	116	0.00%	2		0.19079	0.4067	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.76%	116						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	7.03%	24,971	0.00%	4		0.12785	0.5500	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	3.58%	158,627						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)	R&B (POTS) excl SB Or	8.08%	99						
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%	24						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	6.98%	25,234						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	6.98%	25,234						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	7.76%	116						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.76%	116						
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	7.03%	24,971						
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	3.58%	158,627						
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	8.08%	99						
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%	24						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)	R&B - Disp	6.98%	25,234	22.22%	171		0.01955	-7.7972	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)	R&B - Disp	6.98%	25,234						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)	R&B - Disp	7.76%	116	0.00%	1		0.26867	0.2888	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)	R&B - Disp	7.76%	116						
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	7.03%	24,971	0.00%	7		0.09665	0.7276	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	3.58%	158,627						
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	8.08%	99						
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%	24						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN(%)	Design	2.64%	2,312	62.50%	8		0.05676	-10.5458	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN(%)	Design	0.00%	137						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN(%)	Design	0.00%	1						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN(%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN(%)	R&B	6.98%	25,234						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)	R&B	3.52%	274,783	0.00%	5		0.08244	0.4273	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN(%)	R&B	7.76%	116						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)	R&B	0.00%	131						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.03%	24,971						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.54%	273,363	0.00%	5		0.08262	0.4282	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.08%	99						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	43						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)	R&B (POTS)	7.03%	24,971						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	3.54%	273,363						
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)	R&B (POTS)	8.08%	99						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)	R&B (POTS)	0.00%	43						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)	Digital Loop < DS1	0.00%	134	10.34%	87		0.00000		NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop < DS1	0.00%	1						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop < DS1								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)	Digital Loop < DS1								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)	Digital Loop >= DS1	0.00%	132	8.65%	289		0.00000		NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1	0.00%	6						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)	Digital Loop >= DS1								
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.18	14,792			55.593			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.69	224,911			8.568			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	1.41	52			6.554			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.70	15			0.228			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)	DS1/ DS3 - Interoffice								
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	2.21	14,948	8.48	260	55.390	3.46490	-1.8104	NO
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)	R&B	1.69	225,621	2.11	2,984	8.641	0.15923	-2.6109	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)	R&B				***Data Included in B.2.21.3.1.2***				
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)	R&B				***Data Included in B.2.21.3.1.2***				
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)	R&B	1.55	60	0.02	1	6.511	6.56534	0.2328	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)	R&B	3.49	77			19.695			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)	R&B				***Data Included in B.2.21.3.2.2***				
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)	R&B				***Data Included in B.2.21.3.2.2***				
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)	R&B&D - Disp	18.11	16,910			225.264			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)	R&B&D - Disp	5.42	63			31.768			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)	ADSL to Retail	2.26	2,775			18.381			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)	ADSL to Retail	0.75	159			0.239			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)	ADSL to Retail	0.04	6			0.018			
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	49.83	301	12.50	1	332.558	333.10966	0.1121	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)	ISDN - BRI	3.01	354			10.520			
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	0.73	1			0.000			
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)	ADSL to Retail	2.26	2,775			18.381			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)	ADSL to Retail	0.75	159			0.239			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)	ADSL to Retail	0.04	6			0.018			
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	2.21	14,948	35.84	91	55.390	5.82412	-5.7748	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.21	14,948			55.390			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	2.18	14,792			55.593			
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	1.39	126,449			6.890			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	1.41	52			6.554			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.56	4			0.277			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)	R&B - Disp	2.21	14,948			55.390			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.21	14,948			55.390			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
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	2.18	14,792			55.593			
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	1.39	126,449			6.890			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	1.41	52			6.554			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.56	4			0.277			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)	R&B - Disp	2.21	14,948	29.00	56	55.390	7.41568	-3.6130	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	2.21	14,948			55.390			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B - Disp	1.55	60			6.511			
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	2.18	14,792			55.593			
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	1.39	126,449			6.890			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B (POTS) excl SB Or	1.41	52			6.554			

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B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)	R&B (POTS) excl SB Or	0.56	4			0.277			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)	Design	139.30	1,962			630.507			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)	Design	214.60	388			586.190			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN(hours)	Design	82.86	3			143.495			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN(hours)	Design	0.74	10			0.252			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)	R&B	2.21	14,948			55.390			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)	R&B	1.69	225,621			8.641			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN(hours)	R&B	1.55	60			6.511			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)	R&B	3.49	77			19.695			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.18	14,792			55.593			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.69	224,911			8.568			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	1.41	52			6.554			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.70	15			0.228			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)	R&B (POTS)	2.18	14,792	36.10	9	55.593	18.53654	-1.8300	NO
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	1.69	224,911	85.71	132	8.568	0.74599	-112.6287	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)	R&B (POTS)	1.41	52			6.554			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)	R&B (POTS)	0.70	15			0.228			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)	Digital Loop < DS1	80.05	157	12.50	1	172.768	173.31714	0.3898	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)	Digital Loop < DS1	2.56	4			5.093			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)	Digital Loop < DS1								
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	936.17	70	20.50	26	1724.748	396.11884	2.3116	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)	Digital Loop >= DS1	46.63	4			43.884			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)	Digital Loop >= DS1								
		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			42.31	2				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			25.77	20				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			41.00	41				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)	Diagnostic				***Data Included in B.2.22.3.1.2***				
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)	Diagnostic				***Data Included in B.2.22.3.1.2***				
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)	Diagnostic				***Data Included in B.2.22.3.2.2***				
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)	Diagnostic				***Data Included in B.2.22.3.2.2***				
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)	Diagnostic								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			38.61	115				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			16.02	2				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			38.78	56				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								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			17.21	37				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			37.68	223				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<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
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic			0.00	1				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)	Diagnostic			42.07	4				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			37.59	100				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)	Diagnostic			50.28	20				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			9.78	15				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)	Diagnostic			19.55	195				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			38.78	56				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			39.85	194				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			3.21	30				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			0.77	1,100				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

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B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	Diagnostic			6.00	2				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								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			7.00	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			6.93	59				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			7.00	2				Diagnostic

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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			4.22	54				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.30	654				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	Diagnostic			6.00	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
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic			9.00	1				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			8.26	34				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								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			8.79	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

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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			19.77	13				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			10.65	93				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			1.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			9.00	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			22.00	1				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			7.33	3				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			4.86	14				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								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			7.81	78				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			12.44	48				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			1.16	19				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			9.32	99				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			8.00	1				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

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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			8.48	85				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			14.29	7				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic			18.36	28				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			13.18	253				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			4.67	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			12.44	48				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			8.18	133				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			2.70	29				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			1.04	569				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								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic

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B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	Diagnostic			6.00	2				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								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)	Diagnostic			7.00	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			6.93	59				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			7.00	2				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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			4.20	49				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			2.24	575				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	Diagnostic			6.00	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								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)	Diagnostic			9.00	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			8.27	33				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								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			9.00	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			15.63	8				Diagnostic

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B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			9.79	72				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			9.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			22.00	1				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	Diagnostic			7.33	3				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			4.86	14				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								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			7.97	73				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			12.68	47				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			9.38	96				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			8.00	1				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			8.49	83				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

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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			14.29	7				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	Diagnostic			17.86	7				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	Diagnostic			10.95	159				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			12.00	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)	Diagnostic			12.68	47				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			8.42	124				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.2.31.1	P-13	LNP/TN(%)	>= 95% w in 15 min			0.61%	3,285				NO
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95% of requests			97.20%	143				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%			96.30%	27				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)	>= 95%			88.00%	25				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)	>= 95%								
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	2				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN(%)	>= 95%			60.00%	5				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN(%)	>= 95%			81.54%	65				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%	2				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			66.67%	9				NO
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN(%)	R&B (POTS)	6.98%	52,258						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	1.72%	28,160						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.00%	483	0.00%	1		0.00000		YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.34%	292	0.00%	3		0.03390	0.1010	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN(%)	R&B	6.99%	52,705	6.56%	579		0.01066	0.4023	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	1.76%	28,427	4.74%	380		0.00678	-4.3964	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN(%)	R&B&D - Disp	6.90%	54,426						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	6.90%	54,426						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	10.47%	258	4.17%	24		0.06532	0.9642	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	44	0.00%	12		0.00000		YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	11.25%	480	20.00%	10		0.10096	-0.8667	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	3.05%	492	0.00%	7		0.06544	0.4659	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN(%)	ADSL to Retail	10.47%	258						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	0.00%	44	11.11%	9		0.00000		NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	6.99%	52,705	9.76%	369		0.01332	-2.0751	NO
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	6.99%	52,705	2.06%	97		0.02592	1.9023	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	6.90%	52,097						
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	1.53%	25,114						
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN(%)	Design	4.01%	1,721	3.23%	93		0.02089	0.3751	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN(%)	Design	1.10%	1,629	0.00%	45		0.01580	0.6995	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN(%)	R&B	6.99%	52,705	0.00%	16		0.06376	1.0965	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN(%)	R&B	1.76%	28,427	0.00%	16		0.03284	0.5345	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	6.98%	52,258						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	1.72%	28,160						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)	R&B (POTS)	2.13%	2,455,066						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	1.15%	2,455,066						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	2.26%	21,355	0.68%	148		0.01240	1.2786	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	1.37%	21,355	2.03%	148		0.00965	-0.6839	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)	R&B	2.03%	2,594,635	1.75%	33,071		0.00079	3.5568	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	1.10%	2,594,635	1.15%	33,071		0.00058	-0.9225	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)	R&B&D - Disp	1.82%	2,993,592						
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	1.82%	2,993,592						
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	0.86%	30,172	0.93%	2,589		0.00189	-0.3797	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	0.15%	30,172	0.46%	2,589		0.00078	-4.0620	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	2.01%	23,834	0.69%	1,456		0.00383	3.4641	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	2.06%	23,834	0.48%	1,456		0.00388	4.0826	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)	ADSL to Retail	0.86%	30,172	0.00%	292		0.00544	1.5726	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	0.15%	30,172	3.08%	292		0.00225	-13.0763	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	2.03%	2,594,635	0.86%	42,795		0.00069	16.8303	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	2.03%	2,594,635	0.23%	42,795		0.00069	25.9805	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	2.12%	2,455,066	0.00%	197		0.01038	2.0445	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	1.02%	2,455,066						
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)	Design	0.43%	398,957	2.31%	4,032		0.00104	-18.0381	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN(%)	Design	0.41%	398,957	1.12%	4,032		0.00101	-6.9978	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)	R&B	2.03%	2,594,635	1.01%	1,590		0.00358	2.8669	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN(%)	R&B	1.10%	2,594,635	1.01%	1,590		0.00263	0.3402	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	2.13%	2,455,066						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	1.15%	2,455,066						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)	R&B (POTS)	25.81	52,258			22.179			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)	R&B (POTS)	11.65	28,160			15.770			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN(hours)	DS1/DS3	4.13	483	0.28	1	3.147	3.14996	1.2220	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN(hours)	DS1/DS3	2.07	292	0.54	3	2.671	1.55018	0.9844	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)	R&B	25.69	52,705	14.15	579	22.155	0.92579	12.4583	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN(hours)	R&B	11.59	28,427	4.45	380	15.759	0.81381	8.7700	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)	R&B&D - Disp	25.09	54,426			22.325			
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN(hours)	R&B&D - Disp	25.09	54,426			22.325			
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)	ADSL to Retail	61.88	258	7.40	24	40.101	8.55786	6.3657	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)	ADSL to Retail	16.97	44	4.52	12	30.058	9.78901	1.2713	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN(hours)	ISDN - BRI	11.17	480	8.74	10	13.922	4.44824	0.5461	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN(hours)	ISDN - BRI	3.91	492	11.26	7	11.151	4.24471	-1.7321	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)	ADSL to Retail	61.88	258			40.101			
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN(hours)	ADSL to Retail	16.97	44	9.55	9	30.058	10.99643	0.6749	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)	R&B - Disp	25.69	52,705	10.49	369	22.155	1.15739	13.1281	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN(hours)	R&B - Disp	25.69	52,705	4.27	97	22.155	2.25160	9.5099	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)	R&B (POTS) excl SB FT	25.79	52,097			22.172			
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)	R&B (POTS) excl SB FT	11.68	25,114			15.759			
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)	Design	6.67	1,721	6.50	93	22.352	2.37957	0.0714	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN(hours)	Design	2.75	1,629	3.59	45	13.739	2.07619	-0.4041	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN(hours)	R&B	25.69	52,705	12.84	16	22.155	5.53967	2.3199	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)	R&B	11.59	28,427	7.72	16	15.759	3.94088	0.9822	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN(hours)	R&B (POTS)	25.81	52,258			22.179			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN(hours)	R&B (POTS)	11.65	28,160			15.770			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)	R&B (POTS)	21.94%	52,258						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	18.39%	28,160						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	33.33%	483	100.00%	1		0.47189	-1.4128	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	26.37%	292	33.33%	3		0.25571	-0.2723	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)	R&B	21.87%	52,705	16.06%	579		0.01727	3.3628	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	18.38%	28,427	17.37%	380		0.02000	0.5042	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)	R&B&D - Disp	22.37%	54,426						
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	22.37%	54,426						
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	15.50%	258	16.67%	24		0.07724	-0.1505	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	15.91%	44	8.33%	12		0.11912	0.6360	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	27.08%	480	20.00%	10		0.14198	0.4989	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	22.97%	492	14.29%	7		0.16011	0.5422	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN(%)	ADSL to Retail	15.50%	258						
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	15.91%	44	55.56%	9		0.13381	-2.9629	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	21.87%	52,705	13.28%	369		0.02159	3.9787	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	21.87%	52,705	11.34%	97		0.04201	2.5067	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	21.88%	52,097						
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	18.52%	25,114						
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN(%)	Design	37.71%	1,721	30.11%	93		0.05160	1.4736	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN(%)	Design	36.46%	1,629	22.22%	45		0.07274	1.9580	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN(%)	R&B	21.87%	52,705	12.50%	16		0.10336	0.9066	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN(%)	R&B	18.38%	28,427	12.50%	16		0.09685	0.6068	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	21.94%	52,258						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	18.39%	28,160						
		Out of Service > 24 hours									
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)	R&B (POTS)	36.42%	34,035						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	17.19%	10,724						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.00%	483	0.00%	1		0.00000		YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.34%	292	0.00%	3		0.03390	0.1010	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN(%)	R&B	36.17%	34,312	15.07%	365		0.02528	8.3453	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	17.02%	10,845	0.73%	137		0.03231	5.0422	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN(%)	R&B&D - Disp	34.63%	36,033						
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	34.63%	36,033						
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail			4.17%	24				
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail			0.00%	12				
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	11.27%	479	20.00%	10		0.10105	-0.8636	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	3.05%	492	0.00%	7		0.06544	0.4659	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN(%)	ADSL to Retail								
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail								
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	36.17%	34,312	9.76%	369		0.02515	10.5029	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	36.17%	34,312	2.06%	97		0.04885	6.9811	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	36.42%	34,030						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	17.34%	10,620						
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN(%)	Design	4.01%	1,721	3.23%	93		0.02089	0.3751	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN(%)	Design	1.10%	1,629	0.00%	45		0.01580	0.6995	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN(%)	R&B	36.17%	34,312	27.27%	11		0.14490	0.6139	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)	R&B	17.02%	10,845	0.00%	9		0.12533	1.3582	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	36.42%	34,035						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	17.19%	10,724						
		Unbundled Network Elements - Billing									
		Invoice Accuracy									
B.4.1	B-1	TN(%)	BST - State	98.83%	$199,623,100	99.93%	$890,818		0.00011	-96.0326	YES
		Mean Time to Deliver Invoices - CRIS									
B.4.2	B-2	Region(business days)	BST - Region	3.72	1	3.21	1,248				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			68.42%	19				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN(%)	>= 85% w in 4 days			92.31%	12				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN(%)	>= 95% w in 10 days			100.00%	21				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN(%)	>= 95%			100.00%	12				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	16.51	35	11.00	14	6.758	2.13704	2.5803	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/TN(days)	Parity w Retail	***Not Applicable for Trunks***							
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/TN(%)	Parity w Retail	***Not Applicable for Trunks***							
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/TN(hours)	95% >= 48 hrs	***Not Applicable for Trunks***							
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/TN(%)	Parity w Retail	5.71%	35	0.00%	20		0.06506	0.8783	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	2,616	0.00%	1,900		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN(hours)	Parity w Retail	70.08	24	45.36	13	140.161	48.26708	0.5120	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN(days)	Diagnostic	***Under development***							
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/TN(days)	Diagnostic	***Under development***							
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			75.00%	4				NO
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	12				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			83.33%	6				NO
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			92.31%	13				NO
	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						
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.00%	55	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	155,270	0.00%	44,692		0.00001	0.4728	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.04%	155,270	0.00%	44,692		0.00010	3.2846	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail	2.17	1			0.000			
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail	0.99	55	0.52	1	2.408	2.42989	0.1953	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	1						
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	5.45%	55	0.00%	1		0.22915	0.2380	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	1						
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.00%	55	0.00%	1		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	TN(%)	BST - State	98.83%	$199,623,100	98.43%	$3,505,369		0.00006	69.6593	NO
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.29	1	3.73	3,213				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	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	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.94%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.92%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.96%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.96%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.96%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.96%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.96%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.96%					YES
D.1.2.7	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	2.92	1,212,504	1.66	241,323				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.66	241,323				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.45	169,294				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.45	169,294				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	5.12	349,603	1.08	64,940				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.64	293,422	1.08	64,940				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	0.69	604				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	0.69	604				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	13.09	583,242				NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	13.09	583,242				NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.94	35,669				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.94	35,669				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.11	69,519				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.11	69,519				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	2.92	1,212,504	1.86	132,711				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.86	132,711				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.83	436,474				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.83	436,474				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			0.59	7				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.59	7				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	5.12	349,603	1.30	4,670				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.64	293,422	1.30	4,670				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	2.19	382,836				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	2.19	382,836				YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	2.07	63,821				YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	2.07	63,821				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	***This data not applicable after 5-1-2001, see D.1.4.9.1***							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	***This data not applicable after 5-1-2001, see D.1.4.9.2***							
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	1.32	1,805				YES
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	1.32	1,805				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.2.1.1	OSS-3	TAFI/Region(%)	>= 99.5%	99.99%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	CLEC ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.96%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.99%					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%			99.96%					YES
	Average Response Interval										
D.2.4.1.1	OSS-4	CRIS/Region(%) <= 4 Seconds	Parity w Retail	95.81%	2,003,035	94.76%	91,414		0.00068	15.5566	NO
D.2.4.1.2	OSS-4	CRIS/Region(%) <= 10 Seconds	Parity w Retail	98.89%	2,003,035	99.13%	91,414		0.00035	-6.8796	YES
D.2.4.1.3	OSS-4	CRIS/Region(%) > 10 Seconds	Parity w Retail	1.11%	2,003,035	0.87%	91,414		0.00035	6.8796	YES
D.2.4.2.1	OSS-4	DLETH/Region(%) <= 4 Seconds	Parity w Retail	11.26%	45,003	7.99%	989		0.01016	3.2176	NO
D.2.4.2.2	OSS-4	DLETH/Region(%) <= 10 Seconds	Parity w Retail	80.56%	45,003	89.08%	989		0.01272	-6.6965	YES
D.2.4.2.3	OSS-4	DLETH/Region(%) > 10 Seconds	Parity w Retail	19.44%	45,003	10.92%	989		0.01272	6.6965	YES
D.2.4.3.1	OSS-4	DLR/Region(%) <= 4 Seconds	Parity w Retail	7.81%	35,412	19.89%	28,159		0.00214	-56.4185	YES
D.2.4.3.2	OSS-4	DLR/Region(%) <= 10 Seconds	Parity w Retail	86.78%	35,412	97.81%	28,159		0.00270	-40.7915	YES
D.2.4.3.3	OSS-4	DLR/Region(%) > 10 Seconds	Parity w Retail	13.22%	35,412	2.19%	28,159		0.00270	40.7915	YES
D.2.4.4.1	OSS-4	LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.84%	2,002,949	99.86%	91,415		0.00013	-1.3633	YES
D.2.4.4.2	OSS-4	LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.96%	2,002,949	99.98%	91,415		0.00007	-2.8228	YES
D.2.4.4.3	OSS-4	LMOS/Region(%) > 10 Seconds	Parity w Retail	0.04%	2,002,949	0.02%	91,415		0.00007	2.8228	YES
D.2.4.5.1	OSS-4	LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	97.01%	1,520,638	96.15%	57,750		0.00072	11.9446	NO
D.2.4.5.2	OSS-4	LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.56%	1,520,638	99.33%	57,750		0.00028	8.2120	NO
D.2.4.5.3	OSS-4	LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.44%	1,520,638	0.67%	57,750		0.00028	-8.2120	NO
D.2.4.6.1	OSS-4	LNP/Region(%) <= 4 Seconds	Parity w Retail	99.35%	141,409	98.78%	5,427		0.00111	5.1220	NO
D.2.4.6.2	OSS-4	LNP/Region(%) <= 10 Seconds	Parity w Retail	99.67%	141,409	99.67%	5,427		0.00079	0.0719	YES
D.2.4.6.3	OSS-4	LNP/Region(%) > 10 Seconds	Parity w Retail	0.33%	141,409	0.33%	5,427		0.00079	-0.0719	YES
D.2.4.7.1	OSS-4	MARCH/Region(%) <= 4 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.2	OSS-4	MARCH/Region(%) <= 10 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.3	OSS-4	MARCH/Region(%) > 10 Seconds	Parity w Retail	69.47%	9,777	67.78%	360		0.02472	0.6843	YES
D.2.4.8.1	OSS-4	OSPCM/Region(%) <= 4 Seconds	Parity w Retail	42.22%	7,897	35.53%	76		0.05693	1.1756	YES
D.2.4.8.2	OSS-4	OSPCM/Region(%) <= 10 Seconds	Parity w Retail	96.32%	7,897	94.74%	76		0.02171	0.7268	YES
D.2.4.8.3	OSS-4	OSPCM/Region(%) > 10 Seconds	Parity w Retail	3.68%	7,897	5.26%	76		0.02171	-0.7268	YES
D.2.4.9.1	OSS-4	Predictor/Region(%) <= 4 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.2	OSS-4	Predictor/Region(%) <= 10 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.3	OSS-4	Predictor/Region(%) > 10 Seconds	Parity w Retail	83.37%	76,539	75.09%	3,757		0.00622	13.3141	YES
D.2.4.10.1	OSS-4	SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.80%	253,250	99.88%	13,680		0.00040	-2.2163	YES
D.2.4.10.2	OSS-4	SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.96%	253,250	99.99%	13,680		0.00017	-1.3468	YES
D.2.4.10.3	OSS-4	SOCS/Region(%) > 10 Seconds	Parity w Retail	0.04%	253,250	0.01%	13,680		0.00017	1.3468	YES
D.2.4.11.1	OSS-4	NIW/Region(%) <= 4 Seconds	Parity w Retail	82.70%	79,013	82.44%	3,616		0.00643	0.4080	YES
D.2.4.11.2	OSS-4	NIW/Region(%) <= 10 Seconds	Parity w Retail	99.55%	79,013	99.64%	3,616		0.00114	-0.8094	YES
D.2.4.11.3	OSS-4	NIW/Region(%) > 10 Seconds	Parity w Retail	0.45%	79,013	0.36%	3,616		0.00114	0.8094	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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 days								
E.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 days			9	4				YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days			8	31				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	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 days			35	3				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days			44	2				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	5				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			88.16%	230,255				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			88.16%	230,255				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			92.21%	172,960				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			57.26%	6,507				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			78.33%	50,788				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			72.88%	278,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			72.88%	278,519				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.67%	200,170				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			41.13%	9,059				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			57.41%	69,290				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			91.83%	8,854				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			91.83%	8,854				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.2.1.1	PO-1	Loops/TN(%)	>= 95% w in 3 bus days			100.00%	1				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2	Loops/TN(%)	>= 95% w in 5 min			100.00%	287				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			98.00%	138				YES
F.3.1.2	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days								
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	134.12	6,948,605	65.30	33,796				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	143.87	1,829,998	28.66	107,969				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	TN(seconds)	PBD			5.32					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	TN(%)	PBD			79.60%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	TN(seconds)	PBD			6.24					PBD

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Answered in 10 seconds										
F.7.2	DA-2	TN(%)	PBD			77.20%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN(hours)	PBD			1.50	1,917				PBD
	% Accuracy										
F.8.2	E-2	TN(%)	PBD			96.35%	219,851				PBD
	% Timeliness										
F.8.3	E-1	TN(%)	PBD			100.00%	1,917				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	99.65%	6,064	100.00%	14,967		0.00089	-3.8726	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	97.39%	36,844	98.21%	193,986,433		0.00083	-9.8353	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.78%	36,844	99.94%	193,986,433		0.00024	-6.6806	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.76	36,844	3.55	193,986,433				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/TN(%)	Parity w Retail	75.14%	$7,734,107	90.45%	$67,331		0.00336	-45.6397	YES
F.9.5.2	B-7	UNE/TN(%)	>= 90%			86.75%	$65,725				NO
F.9.5.3	B-7	Interconnection/TN(%)	>= 90%			92.44%	$1,455				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/TN(%)	Parity w Retail	79.12%	$10,683,734	98.36%	$90,737		0.00297	-64.8743	YES
F.9.6.2	B-8	UNE/TN(%)	>= 90%			99.45%	$330,256				YES
F.9.6.3	B-8	Interconnection/TN(%)	>= 90%			91.01%	$241,034				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	TN(%)	>= 95% w in 30 days	100.00%	1						YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN(average)	>= 22 bus days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN(%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	TN(%)	>= 95% w in 5 days	100.00%	1						YES
	Average Documentation Release Delay Days										
F.10.5	CM-4	TN(average)	>= 22 bus days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	TN(%)	>= 97% w in 15 min			100.00%	29				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 90% w in 30 min			96.90%	58,137				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			99.96%	127,390				YES
	Acknowledgement Message Completeness										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.12.2.1	O-2	EDI/Region(%)	100%			97.14%	58,137				NO
F.12.2.2	O-2	TAG/Region(%)	100%			99.96%	127,390				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN(hours)	PBD	0.90	20	0.90	20				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	3.92	25	2.94	25				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN(%)	>= 95%			100.00%	84				YES
F.13.2.2	D-2	Directory Listings/TN(%)	>= 95%			100.00%	76				YES
F.13.2.3	D-2	Directory Assistance/TN(%)	>= 95%			100.00%	76				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	TN(%)	100%			100.00%	46				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	TN (minutes)	Parity w Retail	102	3	4,013	3				NO

BellSouth Monthly State Summary

Tennessee, June 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Completions w/o Notice or < 24 hours (Resale)									
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			100.00%	475				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			100.00%	10,254				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			100.00%	79				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			100.00%	236				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			100.00%	7				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			100.00%	60				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			100.00%	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			100.00%	2				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			100.00%	13				Diagnostic
		% Completions w/o Notice or < 24 hours (UNE)									
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			100.00%	1				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			100.00%	107				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			100.00%	1,159				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic			100.00%	715				Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			100.00%	89				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			100.00%	61				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								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			100.00%	67				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								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			100.00%	1				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			100.00%	123				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			100.00%	12				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			100.00%	108				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	1,875				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			100.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			100.00%	61				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		100.00%	150	Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic				Diagnostic
	% Completions w/o Notice or < 24 hours (LIT)						
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic		100.00%	14	Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic				Diagnostic
	% New Business Requests Processed within 30 Business Days						
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days		100.00%	4	YES
	% Quotes Provided within X Business Days						
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days		0.00%	2	NO
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days				
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days		100.00%	2	YES

ATTACHMENT 5

Purpose

The purpose of this document is to present an Action Plan to assist in reducing the number of clarifications and increase electronic order flow through. This recommendation comes after a 9-month review of detailed clarification analysis.

Action Plan

After reviewing order clarifications, I believe that concentration efforts in the following area would decrease clarifications and increase your electronic flow through. By increasing electronic flow through a significant cost reduction in LSR processing can be achieved. After careful consideration, if the following areas could be addressed, I think it would make a vast difference in provisioning orders and affect other areas where considerable time is spent.

Targeted Areas :

- **BellSouth Business Rules**
- **CSOTS**
- **USOC Manual**
- **Tariffs**
- **Service Interval Guide**
- **CCP (Change Control Process)**
- **Training**

BellSouth Business Rules

The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. If a person in each area could become your Business Rule expert and share their knowledge with the others as the business rules change.

*** An area for significant improvement is clarifications due to RPONS**
****See attached document for WEB Site address**

CSOTS

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example :
Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to make a new Due Date.

These are just a couple of examples that can save time and allow your provisioning staff to handle more important issues.
***See attached document for WEB Site address**
**** A user ID and Password is required. This can be obtained from your Account Team.**

USOC Manual

A large volume of clarifications and order being provisioned incorrectly is for the wrong USOC. Certain USOCS are used for different classes of service. FIDS also play a major role.

My recommendation is to pull a hard copy of this document or purchase a hard copy of this document. I would then have someone be the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service. This accounts for a large number of clarifications.

Examples :

List Class of Services USOCS (Residence, Business, Complex and UNE)
Associate Call Waiting, Caller Id Call Forwarding USOCS that go with each Class of Service.

Associate as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.
***See attached document for WEB Site address**

Tariff

The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC tariff for all 9 BellSouth states can be found on the WEB.
***See attached document for WEB Site address**

Service Interval Guide

The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.
***See attached document for WEB Site address**

Training

I would recommend that the CLEC Training Web Site be viewed and review what is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.
***See attached document for WEB Site address**

Change Control Process - CCP

The Change Control Process can be a valued asset to Network Telephone. I encourage you to participate in this process. This process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in request, view pending request and attend meetings to have your voice heard.
**WEB SITE ADDRESS
http://www.interconnection.bellsouth.com
Select Local Exchange Carriers
Select Change Control Process

BellSouth Initiatives

BellSouth continues to improve our internal processes to further partner with Network Telephone for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
- Training new employees
- Continuation training for existing employees
- Constant monitoring of LCSC Centers and processes to improve performance
- Development of employees to improve performance
- Continue enhancements to electronic systems to increase order Flow-Through

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Summary

This Action Plan is simply a recommendation to further the goal of both BellSouth and Network Telephone being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract simply a re-affirmation of Network Telephone and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

Sales Director, BellSouth	Executive Vice President, Operations,
Account Manager, BellSouth	Vice President OM & Provisioning,
Industrial Specialist, BellSouth	Vice President Regulatory & Govt. Affairs