

BellSouth Monthly State Summary
Kentucky, October 2005

Billing Invoice Accuracy

Invoice Accuracy Interconnection
Invoice Accuracy Resale
Invoice Accuracy UNE

Billing Invoice Timeliness

Invoice Timeliness Interconnection CABS
Invoice Timeliness Resale CRIS
Invoice Timeliness UNE CRIS

Percent Billing Errors Corrected in "X" Days

Percent Billing Requests (BAR) Responded to Within 45-Business Days

Usage Data Delivery Timeliness

Usage Timeliness

Billing

Benchmark/
Analog

RETAIL
RETAIL
RETAIL

RETAIL
RETAIL
RETAIL

90%

95.00%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
88493565	90054713	98.27%	623291	623725	99.93%			-100.3444	YES
88493565	90054713	98.27%	1351784	1368785	98.76%			-43.7239	YES
88493565	90054713	98.27%	4330099	4330972	99.98%			-266.8594	YES
26	7	3.7	1975	546	3.62				YES
4	1	3.84	359	122	2.94				YES
4	1	3.84	891	180	4.95				YES
			600	601	99.83%				YES
			894685305	895646490	99.89%				YES

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Change Management

	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Associated Document Timeliness											
Associated Document Timeliness - Regional % Documentation Sent On Time	95.00%										
Associated Document Timeliness - Regional % Documentation Sent On Time - Defects	95.00%										
Average Time to Implement Process Change Requests											
Average Time To Implement Process Change Requests											
Interface Outage Notification											
Interface Outage Notification - Regional CLEC Service Order TimeStamp	97.00%	1	1	100.00%							YES
Interface Outage Notification - Regional Electronic Communications Trouble Analysis	97.00%	1	1	100.00%							YES
Interface Outage Notification - Regional Electronic Data Interchange	97.00%	1	1	100.00%							YES
Interface Outage Notification - Regional Local Exchange Navigation System	97.00%	2	2	100.00%							YES
Interface Outage Notification - Regional Telecommunications Access Gateway	97.00%	3	3	100.00%							YES
Interface Outage Notification - Regional Trouble Analysis Facilitation Interface	97.00%	2	2	100.00%							YES
Notice Timeliness											
Notice Timeliness - Regional	98.00%	1	1	100.00%							YES
Number Of Defects In Production Releases											
Number of Defects In Production Releases - Regional Severity 1	0										
Number of Defects In Production Releases - Regional Severity 2	0										
Number of Defects In Production Releases - Regional Severity 3	0										
Number of Defects In Production Releases - Regional Severity 4	0										
Percent Change Requests Accepted Or Rejected Within 10 Days											
% Change Requests Accepted or Rejected Within 10 Days - Regional	95.00%				3	3	100.00%				YES
Percent Change Requests Rejected											
% Change Requests Rejected - Regional Cost											
% Change Requests Rejected - Regional Industry Direction											
% Change Requests Rejected - Regional Region											
% Change Requests Rejected - Regional Technical Feasibility											
Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization											
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 4	95.00%				0	1	0.00%				NO
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 5											
Percent Software Errors Corrected in "X" Business Days											
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 1	95.00%				0	8	0.00%				NO
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 3	95.00%				0	8	0.00%				NO
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 4	95.00%										
Software Validation											
Software Validation - Regional	95%										

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Collocation

Arrangement Time

Average Arrangement Time Physical Caged Augment	45 Days
Average Arrangement Time Physical Caged Augment Additional Space	90 Days
Average Arrangement Time Physical Caged Initial	90 Days
Average Arrangement Time Physical Cageless Augment	45 Days
Average Arrangement Time Physical Cageless Augment Additional Space	90 Days
Average Arrangement Time Physical Cageless Initial	90 Days
Average Arrangement Time Virtual Augment	60 Days
Average Arrangement Time Virtual Augment Additional Space	60 Days
Average Arrangement Time Virtual Initial	60 Days

Average Response Time

Average Response Time Physical Caged Augment	15 Days
Average Response Time Physical Caged Initial	15 Days
Average Response Time Physical Cageless Augment	15 Days
Average Response Time Physical Cageless Initial	15 Days
Average Response Time Virtual Augment	15 Days
Average Response Time Virtual Initial	15 Days

Percent Missed Due Date

Percent Missed Due Dates Physical Caged Augment	5%
Percent Missed Due Dates Physical Caged Initial	5%
Percent Missed Due Dates Physical Cageless Augment	5%
Percent Missed Due Dates Physical Cageless Initial	5%
Percent Missed Due Dates Virtual Augment	5%
Percent Missed Due Dates Virtual Initial	5%

**Benchmark/
Analog**

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
			35	2	18				YES
			57	1	57				YES
			11	1	11				YES
			7	1	7				YES
			0	2	0.00%				YES
			0	1	0.00%				YES

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Maintenance & Repair

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Maintenance Avg Duration UNE Other Design Non-Dispatch	0	0	0	16.68	1	16.68	0			D
Maintenance Avg Duration UNE Other Non-Design Dispatch	0	0	0	17.9	1	17.9	0			D
Maintenance Avg Duration UNE Other Non-Design Non-Dispatch	0	0	0	17.9	1	17.9	0			D
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Dispatch	25399.97	842	30.17	6.77	1	6.77	34.1		0.6857	YES
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	3706.1	1360	2.73				11.01			

Out of Service > "X" Hours

Out of Service >24 Hrs Local Interconnection Trunks	1	3	33.33%							
Out of Service >24 Hrs Resale Business (Non-Design) Dispatch	67	1089	6.15%	0	18	0.00%			1.0774	YES
Out of Service >24 Hrs Resale Business (Non-Design) Non-Dispatch	4	322	1.24%	0	5	0.00%			0.2489	YES
Out of Service >24 Hrs Resale Design Dispatch	10	286	3.50%	0	6	0.00%			0.4614	YES
Out of Service >24 Hrs Resale Design Non-Dispatch	3	388	0.77%							
Out of Service >24 Hrs Resale Residence (Non-Design) Dispatch	989	7371	13.42%	62	506	12.25%			0.7434	YES
Out of Service >24 Hrs Resale Residence (Non-Design) Non-Dispatch	70	997	7.02%	1	50	2.00%			1.356	YES
Out of Service >24 Hrs UNE Analog Loop Design Dispatch	3198	26238	12.19%							
Out of Service >24 Hrs UNE Analog Loop Design Non-Dispatch	3198	26238	12.19%							
Out of Service >24 Hrs UNE Analog Loop Non-Design Dispatch	1051	8401	12.51%							
Out of Service >24 Hrs UNE Analog Loop Non-Design Non-Dispatch	73	1289	5.66%							
Out of Service >24 Hrs UNE Digital Loop >= DS1 Dispatch	2	144	1.39%	0	21	0.00%			0.5081	YES
Out of Service >24 Hrs UNE Digital Loop >= DS1 Non-Dispatch	0	157	0.00%	0	13	0.00%				YES
Out of Service >24 Hrs UNE EELs Dispatch	0	25	0.00%	0	11	0.00%				YES
Out of Service >24 Hrs UNE EELs Non-Dispatch	1	42	2.38%	0	6	0.00%			0.3578	YES
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Dispatch	2	11	18.18%	0	4	0.00%			0.8074	YES
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Non-Dispatch	1	16	6.25%	0	1	0.00%			0.2505	YES
Out of Service >24 Hrs UNE Line Splitting/Sharing Dispatch	366	842	43.47%							
Out of Service >24 Hrs UNE Line Splitting/Sharing Non-Dispatch	52	1360	3.82%							
Out of Service >24 Hrs UNE Loop + Port Combinations Dispatch	1056	8460	12.48%	56	637	8.79%			2.7181	YES
Out of Service >24 Hrs UNE Loop + Port Combinations Non-Dispatch	74	1319	5.61%	2	73	2.74%			1.0375	YES
Out of Service >24 Hrs UNE Other Design Dispatch										
Out of Service >24 Hrs UNE Other Design Non-Dispatch			0.00%	0	1	0.00%				D
Out of Service >24 Hrs UNE Other Non-Design Dispatch			0.00%	0	1	0.00%				D
Out of Service >24 Hrs UNE Other Non-Design Non-Dispatch										
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Dispatch	366	842	43.47%	0	1	0.00%			0.8764	YES
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	52	1360	3.82%							

Percent Missed Repair Appointments

Missed Repair Appmts Local Interconnection Trunks	1	3	33.33%							
Missed Repair Appmts Resale Business (Non-Design) Dispatch	165	1837	8.98%	3	31	9.68%			-0.1343	YES
Missed Repair Appmts Resale Business (Non-Design) Non-Dispatch	25	870	2.87%	0	10	0.00%			0.5408	YES
Missed Repair Appmts Resale Design Dispatch	10	286	3.50%	0	6	0.00%			0.4614	YES
Missed Repair Appmts Resale Design Non-Dispatch	3	388	0.77%							
Missed Repair Appmts Resale Residence (Non-Design) Dispatch	1261	11878	10.62%	59	653	9.04%			1.2769	YES
Missed Repair Appmts Resale Residence (Non-Design) Non-Dispatch	95	4220	2.25%	0	103	0.00%			1.5217	YES
Missed Repair Appmts UNE Analog Loop Design Dispatch	4308	42003	10.26%							
Missed Repair Appmts UNE Analog Loop Design Non-Dispatch	4308	42003	10.26%							
Missed Repair Appmts UNE Analog Loop Non-Design Dispatch	1395	13566	10.28%	5	9	55.56%			-4.4701	NO
Missed Repair Appmts UNE Analog Loop Non-Design Non-Dispatch	78	4620	1.69%							
Missed Repair Appmts UNE Digital Loop >= DS1 Dispatch	2	144	1.39%	0	21	0.00%			0.5081	YES
Missed Repair Appmts UNE Digital Loop >= DS1 Non-Dispatch	0	157	0.00%	0	13	0.00%				YES
Missed Repair Appmts UNE EELs Dispatch	0	25	0.00%	0	11	0.00%				YES
Missed Repair Appmts UNE EELs Non-Dispatch	1	42	2.38%	0	6	0.00%			0.3578	YES
Missed Repair Appmts UNE ISDN/UDC/IDSL Dispatch	2	11	18.18%	0	4	0.00%			0.8074	YES
Missed Repair Appmts UNE ISDN/UDC/IDSL Non-Dispatch	1	16	6.25%	0	1	0.00%			0.2505	YES
Missed Repair Appmts UNE Line Splitting/Sharing Dispatch	366	842	43.47%	0	1	0.00%			0.8764	YES
Missed Repair Appmts UNE Line Splitting/Sharing Non-Dispatch	52	1360	3.82%	0	1	0.00%			0.1993	YES
Missed Repair Appmts UNE Loop + Port Combinations Dispatch	1426	13715	10.40%	57	972	5.86%			4.4745	YES
Missed Repair Appmts UNE Loop + Port Combinations Non-Dispatch	120	5090	2.36%	3	141	2.13%			0.1775	YES
Missed Repair Appmts UNE Other Design Dispatch										
Missed Repair Appmts UNE Other Design Non-Dispatch			0.00%	0	1	0.00%				D
Missed Repair Appmts UNE Other Non-Design Dispatch			0.00%	0	1	0.00%				D
Missed Repair Appmts UNE Other Non-Design Non-Dispatch			0.00%	0	1	0.00%				D
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch	366	842	43.47%	0	1	0.00%			0.8764	YES
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	52	1360	3.82%							

Percent Repeat Troubles within "X" days

% Rpt Trbls w/in 30 days Local Interconnection Trunks	1	3	33.33%							
% Rpt Trbls w/in 30 days Resale Business (Non-Design) Dispatch	262	1837	14.26%	2	31	6.45%			1.2333	YES
% Rpt Trbls w/in 30 days Resale Business (Non-Design) Non-Dispatch	120	870	13.79%	1	10	10.00%			0.3459	YES
% Rpt Trbls w/in 30 days Resale Design Dispatch	52	286	18.18%	0	6	0.00%			1.1428	YES
% Rpt Trbls w/in 30 days Resale Design Non-Dispatch	72	388	18.53%							
% Rpt Trbls w/in 30 days Resale Residence (Non-Design) Dispatch	2429	11878	20.45%	101	653	15.47%			3.0734	YES
% Rpt Trbls w/in 30 days Resale Residence (Non-Design) Non-Dispatch	727	4220	17.23%	16	103	15.53%			0.4497	YES
% Rpt Trbls w/in 30 days UNE Analog Loop Design Dispatch	8229	42003	19.59%							
% Rpt Trbls w/in 30 days UNE Analog Loop Design Non-Dispatch	8229	42003	19.59%							
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Dispatch	2667	13566	19.66%	0	9	0.00%			1.4835	YES
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Non-Dispatch	763	4620	16.52%							
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Dispatch	29	144	20.14%	5	21	23.81%			-0.3918	YES
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Non-Dispatch	30	157	19.11%	1	13	7.69%			1.0061	YES
% Rpt Trbls w/in 30 days UNE EELs Dispatch	9	25	36.00%	3	11	27.27%			0.5025	YES
% Rpt Trbls w/in 30 days UNE EELs Non-Dispatch	7	42	16.67%	0	6	0.00%			1.0247	YES
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Dispatch	2	11	18.18%	1	4	25.00%			-0.3028	YES
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Non-Dispatch	3	16	18.75%	0	1	0.00%			0.466	YES

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Ordering

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Acknowledgement Completeness										
Acknowledge Message Completeness - AKC Acknowledgments				532401	532401	100.00%				YES
Firm Order Confirmation Reject Completeness										
FOC & Rej Resp Comp Fully Mechanized			95%	14726	14729	99.98%				YES
FOC & Rej Resp Comp Fully Mechanized			97%							
FOC & Rej Resp Comp Local Interconnection Trunks			95%	13	13	100.00%				YES
FOC & Rej Resp Comp Non-Mechanized			95%	999	1023	97.65%				YES
FOC & Rej Resp Comp Non-Mechanized			97%							
FOC & Rej Resp Comp Partially Mechanized			95%	7843	7852	99.89%				YES
FOC & Rej Resp Comp Partially Mechanized			97%							
Firm Order Confirmation Timeliness										
FOC Timeliness LNP (Standalone) Fully Mechanized			95% <= 3 Hours	1258	1259	99.92%				YES
FOC Timeliness LNP (Standalone) Non Mechanized			95% <= 24 Hours	34	34	100.00%				YES
FOC Timeliness LNP (Standalone) Partially Mechanized			95% <= 10 Hours	693	700	99.00%				YES
FOC Timeliness Local Interconnection Trunks Fully Mechanized										
FOC Timeliness Local Interconnection Trunks Non Mechanized			95% 0 - <= 5 Days	14	14	100.00%				YES
FOC Timeliness Local Interconnection Trunks Partially Mechanized										
FOC Timeliness Resale Business (Non-Design) Fully Mechanized			95% <= 3 Hours	78	78	100.00%				YES
FOC Timeliness Resale Business (Non-Design) Non Mechanized			95% <= 24 Hours	11	11	100.00%				YES
FOC Timeliness Resale Business (Non-Design) Partially Mechanized			95% <= 10 Hours	51	57	89.47%				NO
FOC Timeliness Resale Design Fully Mechanized										
FOC Timeliness Resale Design Non Mechanized										
FOC Timeliness Resale Design Partially Mechanized										
FOC Timeliness Resale Residence (Non-Design) Fully Mechanized			95% <= 3 Hours	4276	4284	99.81%				YES
FOC Timeliness Resale Residence (Non-Design) Non Mechanized			95% <= 24 Hours	195	196	99.49%				YES
FOC Timeliness Resale Residence (Non-Design) Partially Mechanized			95% <= 10 Hours	3039	3105	97.87%				YES
FOC Timeliness UNE Analog Loop w/LNP Fully Mechanized			95% <= 3 Hours	0	16					NO
FOC Timeliness UNE Analog Loop w/LNP Non Mechanized										
FOC Timeliness UNE Analog Loop w/LNP Partially Mechanized			95% <= 10 Hours	5	9	55.56%				NO
FOC Timeliness UNE Analog Loop Fully Mechanized			95% <= 3 Hours	20	20	100.00%				YES
FOC Timeliness UNE Analog Loop Non Mechanized			95% <= 24 Hours	3	3	100.00%				YES
FOC Timeliness UNE Analog Loop Partially Mechanized			95% <= 10 Hours	3	3	100.00%				YES
FOC Timeliness UNE Digital Loop >= DS1 Fully Mechanized			95% <= 3 Hours	32	33	96.97%				YES
FOC Timeliness UNE Digital Loop >= DS1 Non Mechanized			95% <= 24 Hours	22	22	100.00%				YES
FOC Timeliness UNE Digital Loop >= DS1 Partially Mechanized			95% <= 10 Hours	37	56	66.07%				NO
FOC Timeliness UNE EELs Fully Mechanized										
FOC Timeliness UNE EELs Non Mechanized			95% <= 24 Hours	39	41	95.12%				YES
FOC Timeliness UNE EELs Partially Mechanized			95% <= 10 Hours	21	24	87.50%				NO
FOC Timeliness UNE ISDN/UDC/IDSL Fully Mechanized			95% <= 3 Hours	13	13	100.00%				YES
FOC Timeliness UNE ISDN/UDC/IDSL Non Mechanized			95% <= 24 Hours	1	1	100.00%				YES
FOC Timeliness UNE ISDN/UDC/IDSL Partially Mechanized			95% <= 10 Hours	2	2	100.00%				YES
FOC Timeliness UNE Line Splitting/Sharing Fully Mechanized			95% <= 3 Hours	77	77	100.00%				YES
FOC Timeliness UNE Line Splitting/Sharing Non Mechanized			95% <= 24 Hours	3	3	100.00%				YES
FOC Timeliness UNE Line Splitting/Sharing Partially Mechanized			95% <= 10 Hours	16	16	100.00%				YES
FOC Timeliness UNE Loop + Port Combinations Fully Mechanized			95% <= 3 Hours	4292	4292	100.00%				YES
FOC Timeliness UNE Loop + Port Combinations Non Mechanized			95% <= 24 Hours	31	31	100.00%				YES
FOC Timeliness UNE Loop + Port Combinations Partially Mechanized			95% <= 10 Hours	253	259	97.68%				YES
FOC Timeliness UNE Other Fully Mechanized			95% <= 3 Hours	4412	4414	99.95%				YES
FOC Timeliness UNE Other Non Mechanized			95% <= 24 Hours	244	244	100.00%				YES
FOC Timeliness UNE Other Partially Mechanized			95% <= 10 Hours	330	340	97.06%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Fully Mechanized			95% <= 3 Hours	15	15	100.00%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Non Mechanized			95% <= 24 Hours	9	9	100.00%				YES
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Partially Mechanized			95% <= 10 Hours	3	3	100.00%				YES
Percent Flow-Through										
Achieved Flow Through Aggregate			Diagnostic	227905	256818	88.74%				Diagnostic
Achieved Flow Through Business			Diagnostic	9157	11974	76.47%				Diagnostic
Achieved Flow Through Residence			Diagnostic	123453	138693	89.01%				Diagnostic
Achieved Flow Through Summary			Diagnostic	227905	256818	88.74%				Diagnostic
Achieved Flow Through UNE-L			Diagnostic	15614	22586	69.13%				Diagnostic
Achieved Flow Through UNE-P			Diagnostic	79681	83565	95.35%				Diagnostic
Flow Through Aggregate			Diagnostic	227905	236050	95.55%				Diagnostic
Flow Through Business			90%	9157	9698	94.54%				YES
Flow Through Residence			95%	123453	127007	97.20%				YES
Flow Through Summary			Diagnostic	227905	236050	96.56%				Diagnostic
Flow Through UNE-L			85%	15614	18805	83.03%				NO
Flow Through UNE-P			95%	79681	80552	98.92%				YES
LNP Flow Through Aggregate			95%	26113	26416	98.85%				YES
LNP Flow Through Summary			95%	26113	26416	98.85%				YES
Reject Interval										
Reject Interval Fully Mechanized			97% <= 1 Hour							
Reject Interval LNP (Standalone)			97% <= 1 Hour	223	223	100.00%				YES
Reject Interval LNP (Standalone)			95% <= 24 Hours							
Reject Interval LNP (Standalone)			90% <= 7 Hours							
Reject Interval Local Interconnection Trunks			85% <= 4 Days							
Reject Interval Local Interconnection Trunks			90% <= 4 Days	3	3	100.00%				YES
Reject Interval Non-Mechanized			95% <= 24 Hours	456	456	100.00%				YES
Reject Interval Partially Mechanized			95% <= 10 Hours	3346	3379	99.02%				YES

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Reject Interval Resale Business (Non-Design)
Reject Interval Resale Business (Non-Design)
Reject Interval Resale Business (Non-Design)
Reject Interval Resale Design
Reject Interval Resale Residence (Non-Design)
Reject Interval Resale Residence (Non-Design)
Reject Interval Resale Residence (Non-Design)
Reject Interval UNE Digital Loop >= DS1
Reject Interval UNE Digital Loop >= DS1
Reject Interval UNE Digital Loop >= DS1
Reject Interval UNE EELs
Reject Interval UNE EELs
Reject Interval UNE ISDN/JDC/DSL
Reject Interval UNE ISDN/JDC/DSL
Reject Interval UNE Loop + Port Combinations
Reject Interval UNE Loop + Port Combinations
Reject Interval UNE Loop + Port Combinations
Reject Interval UNE Loop + Port Combinations
Reject Interval UNE xDSL (HDSL, ADSL, and UCL)
Reject Interval UNE xDSL (HDSL, ADSL, and UCL)
Reject Interval UNE xDSL (HDSL, ADSL, and UCL)

Speed of Answer
Speed of Answer in Ordering Center LOCAL CARRIER SERVICE CENTER

Ordering

**Benchmark/
Analog**

97 % <= 1 Hour
95 % <= 24 Hours
90 % <= 7 Hours
95 % <= 24 Hours
97 % <= 1 Hour
90 % <= 7 Hours
95 % <= 24 Hours
97 % <= 1 Hour
90 % <= 7 Hours
95 % <= 24 Hours
90 % <= 7 Hours
90 % <= 7 Hours
95 % <= 24 Hours
97 % <= 1 Hour
90 % <= 7 Hours
95 % <= 24 Hours
90 % <= 7 Hours
97 % <= 1 Hour
90 % <= 7 Hours
95 % <= 24 Hours

Retail Business Service Center

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
37096053	406566	91.24	1019658	17114	59.58				YES

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Pre-Ordering

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Response Time & Response Interval										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs RNS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs ROS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS EDI										
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS TAG										
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS EDI				104217	26672	3.91				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS LENS	1847380	716775	2.58	62055	81641	0.76				YES
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS TAG	1847380	716775	2.58	33796	37329	0.91				YES
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS EDI				104217	26672	3.91				Diagnostic
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS LENS	666306	282101	2.36	62055	81641	0.76				YES
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS TAG	666306	282101	2.36	33796	37329	0.91				YES
OSS Response Interval (Pre-Ordering) COFFIUSOC - OASISBIG + 2 Secs RNS LENS	13253213	4611899	2.87	52473	15764	3.33				NO
OSS Response Interval (Pre-Ordering) COFFIUSOC - OASISBIG + 2 Secs ROS LENS	2857868	932423	3.06	52473	15764	3.33				NO
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS EDI				341781	113785	3				Diagnostic
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS LENS	11237825	4057961	2.77	99564	58079	1.72				YES
OSS Response Interval (Pre-Ordering) CRSECSR-CRSACCTS + 2 Secs RNS TAG	11237825	4057961	2.77	378264	264558	1.43				YES
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS EDI				341781	113785	3				Diagnostic
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS LENS	4683925	1880995	2.49	99564	58079	1.72				YES
OSS Response Interval (Pre-Ordering) CRSECSR-CRSOCSR + 2 Secs ROS TAG	4683925	1880995	2.49	378264	264558	1.43				YES
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS EDI				1105	736	1.5				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS LENS	2928475	1180024	2.48	165527	224150	0.74				YES
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS TAG	2928475	1180024	2.48	8563	13132	0.65				YES
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS EDI				1105	736	1.5				Diagnostic
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS LENS	1477814	684311	2.16	165527	224150	0.74				YES
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS TAG	1477814	684311	2.16	8563	13132	0.65				YES
OSS Response Interval (Pre-Ordering) OASISCAR RNS	508086	2254751	0.23							Diagnostic
OSS Response Interval (Pre-Ordering) OASISLPC RNS	534160	2415510	0.22							Diagnostic
OSS Response Interval (Pre-Ordering) OASISMTN RNS	363145	3114066	0.12							Diagnostic
OSS Response Interval (Pre-Ordering) OASISMTN ROS	19026	111130	0.17							Diagnostic
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS EDI										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS LENS	13253213	4611899	2.87	21690	39266	0.55				YES
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs RNS TAG	13253213	4611899	2.87	65543	3539	18.52				NO
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS EDI										
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS LENS	2857868	932423	3.06	21690	39266	0.55				YES
OSS Response Interval (Pre-Ordering) PSIMSORB - OASISBIG + 2 Secs ROS TAG	2857868	932423	3.06	65543	3539	18.52				NO
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS EDI				193821	64712	3				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS LENS	9232799	3699434	2.5	558675	537851	1.04				YES
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS TAG	9232799	3699434	2.5	164637	143970	1.14				YES
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS EDI				193821	64712	3				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS LENS	3511204	1087563	3.23	558675	537851	1.04				YES
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS TAG	3511204	1087563	3.23	164637	143970	1.14				YES
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS EDI				210821	64519	3.27				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS LENS	4740265	2090997	2.27	364782	309750	1.18				YES
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS TAG	4740265	2090997	2.27	244697	236255	1.04				YES
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS EDI				210821	64519	3.27				Diagnostic
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS LENS	25563	9454	2.7	364782	309750	1.18				YES
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS TAG	25563	9454	2.7	244697	236255	1.04				YES
Bulk Migration Scheduler Availability										
Bulk Migration Scheduler Availability UNE Bulk Migration Batch Scheduler CLEC						100.00%				Diagnostic
Electronic Response Time										
Electronic Loop Makeup										
Interface Availability										
OSS Interface Availability (Pre-Ordering) ATLAS/COFFI BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) BOCRIS/CRIS BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) CLEC TAFI CLEC						99.88%				YES
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) ECTA CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) EDI CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LAUTO CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LENS CLEC						99.92%				YES
OSS Interface Availability (Pre-Ordering) LEO CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LESOG CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LFACS BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LMOS BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC						99.86%				YES
OSS Interface Availability (Pre-Ordering) MARCH BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) OSPCM BST & CLEC						99.97%				YES
OSS Interface Availability (Pre-Ordering) PREDICTOR BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) ROS BST						99.99%				YES
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) SGG CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) SOCS BST & CLEC						100.00%				YES
OSS Interface Availability (Pre-Ordering) SONGS BST & CLEC						100.00%				YES

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OSS Interface Availability (Pre-Ordering) TAFI	BST
OSS Interface Availability (Pre-Ordering) TAG/XML	CLEC

Pre-Ordering

**Benchmark/
 Analog**
 >= 99.5 %
 >= 99.5 %

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
		99.99%			99.92%				YES

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Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Completion Notice Interval										
Avg Cmp Notice Intvl Mech LNP (Standalone)	120643	80414	1.5	402	1461	0.27	15.9		2.9183	YES
Avg Cmp Notice Intvl Mech Local Interconnection Trunks										
Avg Cmp Notice Intvl Mech Resale Business (Non-Design)	23254	9378	2.48	300	100	3	21.81		-0.2365	YES
Avg Cmp Notice Intvl Mech Resale Design	1868	361	5.17				27.9			
Avg Cmp Notice Intvl Mech Resale Residence (Non-Design)	100028	71697	1.4	5863	5596	1.05	15.05		1.6637	YES
Avg Cmp Notice Intvl Mech UNE Analog Loop Design	30652	5317	5.76				26.1			
Avg Cmp Notice Intvl Mech UNE Analog Loop Non-Design	65257	30827	2.12	1	12	0.12	18.61		0.3726	YES
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Design	30652	5317	5.76				26.1			
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Non-Design	65257	30827	2.12	1	21	0.03	18.61		0.5126	YES
Avg Cmp Notice Intvl Mech UNE Digital Loop >= DS1	974	188	5.18	24	44	0.55	29.64		0.9325	YES
Avg Cmp Notice Intvl Mech UNE EELs	1867	303	6.16	0	12	0.02	23.45		0.8903	YES
Avg Cmp Notice Intvl Mech UNE ISDN/UDC/IDSL	20	21	0.97	0	12	0.02	3.94		0.6709	YES
Avg Cmp Notice Intvl Mech UNE Line Splitting/Sharing	64408	9062	7.11	11	43	0.26	41.8		1.0716	YES
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations	123262	81075	1.52	1493	3231	0.46	15.98		3.6925	YES
Avg Cmp Notice Intvl Mech UNE Other Design										
Avg Cmp Notice Intvl Mech UNE Other Non-Design				402	1466	0.27				Diagnostic
Avg Cmp Notice Intvl Mech UNE xDSL (HDSL, ADSL, and UCL)	64408	9062	7.11	0	10	0.02	41.8		0.5362	YES
Avg Cmp Notice Intvl Non-Mech LNP (Standalone)				73	31	2.35				Diagnostic
Avg Cmp Notice Intvl Non-Mech Local Interconnection Trunks				9	10	0.88				Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Business (Non-Design)				106	6	17.64				Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Design				17	1	17.15				Diagnostic
Avg Cmp Notice Intvl Non-Mech Resale Residence (Non-Design)				1647	176	9.36				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop Design										
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop Non-Design										
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop w/LNP Design										
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop w/LNP Non-Design										
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop >= DS1				377	23	16.39				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE EELs				180	11	16.37				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE ISDN/UDC/IDSL				21	1	20.6				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Line Splitting/Sharing				0	2	0.11				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations				1107	74	14.96				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Other Design				58	3	19.31				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE Other Non-Design				401	55	7.3				Diagnostic
Avg Cmp Notice Intvl Non-Mech UNE xDSL (HDSL, ADSL, and UCL)										
Coordinated Customer Conversion Interval										
CCC Coordinated Customer Conversions (LOOPS)			95% <= 15 Minutes	45	45	100.00%				YES
Held Order Interval										
Held Order Intvl + Mean Local Interconnection Trunks										
Held Order Intvl + Mean Resale Business (Non-Design)	74	10	7.4				9.6747			
Held Order Intvl + Mean Resale Design	1	1	1				0			
Held Order Intvl + Mean Resale Residence (Non-Design)	857	29	29.55	127	8	15.88	28.5427	11.3986	1.1999	YES
Held Order Intvl + Mean UNE Analog Loop Design	930	38	24.47				26.8959			
Held Order Intvl + Mean UNE Analog Loop Non-Design	931	39	23.87				26.8045			
Held Order Intvl + Mean UNE Digital Loop >= DS1	1	1	1				0			
Held Order Intvl + Mean UNE EELs										
Held Order Intvl + Mean UNE ISDN/UDC/IDSL										
Held Order Intvl + Mean UNE Line Splitting/Sharing										
Held Order Intvl + Mean UNE Loop + Port Combinations	139	8	17.38				28.6852			
Held Order Intvl + Mean UNE Other Design	931	39	23.87				26.8045			
Held Order Intvl + Mean UNE Other Non-Design										
Held Order Intvl + Mean UNE xDSL (HDSL, ADSL, and UCL)	139	8	17.38				28.6852			
Hot Cut Timeliness										
CCC - Hot Cuts Timeliness IDLC			95% within + or - 2 hours	1	1	100.00%				YES
CCC - Hot Cuts Timeliness Non-IDLC			95% within 15 minutes	19	19	100.00%				YES
Jeopardy Notice Interval										
% Jeopardy within 48 Hours Local Interconnection Trunks			95.00%							
% Jeopardy within 48 Hours Resale Business (Non-Design)			95.00%							YES
% Jeopardy within 48 Hours Resale Design			95.00%							
% Jeopardy within 48 Hours Resale Residence (Non-Design)			95.00%	44	44	100.00%				YES
% Jeopardy within 48 Hours UNE Analog Loop Design			95.00%							
% Jeopardy within 48 Hours UNE Analog Loop Non-Design			95.00%							
% Jeopardy within 48 Hours UNE Digital Loop >= DS1			95.00%	46	46	100.00%				YES
% Jeopardy within 48 Hours UNE EELs			95.00%	19	19	100.00%				YES
% Jeopardy within 48 Hours UNE ISDN/UDC/IDSL			95.00%	3	3	100.00%				YES
% Jeopardy within 48 Hours UNE Line Splitting/Sharing			95.00%							
% Jeopardy within 48 Hours UNE Loop + Port Combinations			95.00%	4	4	100.00%				YES
% Jeopardy within 48 Hours UNE Other Design			95.00%							
% Jeopardy within 48 Hours UNE Other Non-Design			95.00%	2	2	100.00%				Diagnostic
% Jeopardy within 48 Hours UNE xDSL (HDSL, ADSL, and UCL)			95.00%							
% Jeopardy Local Interconnection Trunks										YES
% Jeopardy Resale Business (Non-Design)	120	9343	0.01%	2	107	0.02%			-0.5342	YES
% Jeopardy Resale Design	48	344	0.14%							
% Jeopardy Resale Residence (Non-Design)	190	71569	0.00%	44	5771	0.01%			-7.0577	NO
% Jeopardy UNE Analog Loop Design	309	5338	0.06%							
% Jeopardy UNE Analog Loop Non-Design	308	30732	0.01%	0	29	0.00%			0.5416	YES
% Jeopardy UNE Digital Loop >= DS1	38	186	0.20%	46	67	0.69%			-8.3948	NO

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	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
OCI UNE Other Design Dispatch >=6 Circuits	Diagnostic										
OCI UNE Other Design Non-Dispatch <6 Circuits	Diagnostic										
OCI UNE Other Design Non-Dispatch >=6 Circuits	Diagnostic										
OCI UNE Other Non-Design Dispatch <6 Circuits	Diagnostic				16	5	3.2				
OCI UNE Other Non-Design Dispatch >=6 Circuits	Diagnostic										
OCI UNE Other Non-Design Non-Dispatch <6 Circuits	Diagnostic				852.67	1499	0.57				
OCI UNE Other Non-Design Non-Dispatch >=6 Circuits	Diagnostic										
OCI UNE xDSL With Conditioning Dispatch <6 Circuits	<= 12 Days										
OCI UNE xDSL With Conditioning Dispatch >=6 Circuits	<= 12 Days										
OCI UNE xDSL With Conditioning Non-Dispatch <6 Circuits	<= 12 Days										
OCI UNE xDSL With Conditioning Non-Dispatch >=6 Circuits	<= 5 Days				25	5	5				YES
OCI UNE xDSL Without Conditioning Dispatch <6 Circuits	<= 5 Days										
OCI UNE xDSL Without Conditioning Dispatch >=6 Circuits	<= 5 Days				15	3	5				YES
OCI UNE xDSL Without Conditioning Non-Dispatch <6 Circuits	<= 5 Days										
OCI UNE xDSL Without Conditioning Non-Dispatch >=6 Circuits	<= 5 Days										
Percent Missed Installation Appointments											
% Missed Installation Appmts LNP (Standalone) Dispatch	Retail Residence and Business (POTS)	303	5539	5.47%							
% Missed Installation Appmts LNP (Standalone) Non-Dispatch	Retail Residence and Business (POTS)	9	7595	0.01%	0	1494	0.00%			0.4177	YES
% Missed Installation Appmts Local Interconnection Trunks	Parity with Retail Trunks	2	18	11.11%	0	10	0.00%			0.8964	YES
% Missed Installation Appmts Resale Business (Non-Design) Dispatch	Retail Business (Non-Design)	47	1735	2.71%	1	13	7.69%			-1.1027	YES
% Missed Installation Appmts Resale Business (Non-Design) Non-Dispatch	Retail Business (Non-Design)	2	7870	0.03%	1	94	1.06%			-6.2789	NO
% Missed Installation Appmts Resale Design Dispatch	Retail Design	4	241	1.66%	1	1	100.00%			-7.6815	NO
% Missed Installation Appmts Resale Design Non-Dispatch	Retail Design	1	131	0.76%							
% Missed Installation Appmts Resale Residence (Non-Design) Dispatch	Retail Residence (Non-Design)	258	3889	6.63%	43	510	8.43%			-1.5334	YES
% Missed Installation Appmts Resale Residence (Non-Design) Non-Dispatch	Retail Residence (Non-Design)	7	68303	0.01%	30	5365	0.56%			-38.2452	NO
% Missed Installation Appmts UNE Analog Loop Design Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	308	5729	5.38%							
% Missed Installation Appmts UNE Analog Loop Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	308	5729	5.38%							
% Missed Installation Appmts UNE Analog Loop Non-Design Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	303	5539	5.47%	0	2	0.00%			0.3401	YES
% Missed Installation Appmts UNE Analog Loop Non-Design Non-Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	7	25988	0.03%	0	10	0.00%			0.0519	YES
% Missed Installation Appmts UNE Analog Loop w/LNP Design Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	308	5729	5.38%							
% Missed Installation Appmts UNE Analog Loop w/LNP Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	308	5729	5.38%							
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	303	5539	5.47%	0	7	0.00%			0.6361	YES
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Non-Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	7	25988	0.03%	0	14	0.00%			0.0614	YES
% Missed Installation Appmts UNE Digital Loop >= DS1 Dispatch	Retail Digital Loop >= DS1	1	57	1.75%	0	63	0.00%			0.731	YES
% Missed Installation Appmts UNE Digital Loop >= DS1 Non-Dispatch	Retail Digital Loop >= DS1	0	132	0.00%	0	7	0.00%			0.0614	YES
% Missed Installation Appmts UNE EELS Dispatch	Retail DS1/DS3	5	311	1.61%	0	23	0.00%			0.5916	YES
% Missed Installation Appmts UNE EELS Non-Dispatch	Retail DS1/DS3										
% Missed Installation Appmts UNE ISDN/UDC/IDSL Dispatch	Retail ISDN - BRI	0	14	0.00%	0	9	0.00%				YES
% Missed Installation Appmts UNE ISDN/UDC/IDSL Non-Dispatch	Retail ISDN - BRI	0	7	0.00%	0	5	0.00%				YES
% Missed Installation Appmts UNE Line Splitting/Sharing Dispatch	ADSL Provided to Retail	113	2736	4.13%	0	2	0.00%			0.2934	YES
% Missed Installation Appmts UNE Line Splitting/Sharing Non-Dispatch	ADSL Provided to Retail	8	6424	0.12%	0	45	0.00%			0.236	YES
% Missed Installation Appmts UNE Loop + Port Combinations Dispatch	Retail Residence and Business	305	5624	5.42%	4	60	6.67%			-0.423	YES
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch	Retail Residence and Business	9	78173	0.01%	0	3256	0.00%			0.6074	YES
% Missed Installation Appmts UNE Other Design Dispatch	Diagnostic				0	3	0.00%				D
% Missed Installation Appmts UNE Other Design Non-Dispatch	Diagnostic				1	15	6.67%				D
% Missed Installation Appmts UNE Other Non-Design Dispatch	Diagnostic				0	1509	0.00%				D
% Missed Installation Appmts UNE Other Non-Design Non-Dispatch	Diagnostic				0	7	0.00%				D
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch	ADSL Provided to Retail	113	2736	4.13%	0	7	0.00%			0.5484	YES
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch	ADSL Provided to Retail	8	6424	0.12%	0	4	0.00%			0.0706	YES
Percent Provisioning Troubles											
% Provisioning Troubles within X days LNP (Standalone) Dispatch	Retail Residence and Business (POTS)	281	5246	5.36%	0	0	0.00%				YES
% Provisioning Troubles within X days LNP (Standalone) Non-Dispatch	Retail Residence and Business (POTS)	198	79875	2.49%	0	1640	0.00%			6.4045	YES
% Provisioning Troubles within X days Local Interconnection Trunks	Local Interconnection Trunks	0	22	0.00%	0	28	0.00%				YES
% Provisioning Troubles within X days Resale Business (Non-Design) Dispatch	Retail Business (Non-Design)	74	1568	4.72%	0	29	0.00%			1.1876	YES
% Provisioning Troubles within X days Resale Business (Non-Design) Non-Dispatch	Retail Business (Non-Design)	237	6627	3.58%	4	229	1.75%			1.4658	YES
% Provisioning Troubles within X days Resale Design Dispatch	Retail Design	20	607	3.29%	0	1	0.00%			0.1844	YES
% Provisioning Troubles within X days Resale Design Non-Dispatch	Retail Design	3	195	1.54%	0	0	0.00%				YES
% Provisioning Troubles within X days Resale Residence (Non-Design) Dispatch	Retail Residence (Non-Design)	207	3768	5.49%	22	416	5.29%			0.1743	YES
% Provisioning Troubles within X days Resale Residence (Non-Design) Non-Dispatch	Retail Residence (Non-Design)	1756	73472	2.39%	201	5574	3.61%			-5.7305	NO
% Provisioning Troubles within X days UNE Analog Loop Design Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	285	5491	5.19%	0	1	0.00%			0.234	YES
% Provisioning Troubles within X days UNE Analog Loop Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	285	5491	5.19%	0	0	0.00%				YES
% Provisioning Troubles within X days UNE Analog Loop Non-Design Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	281	5246	5.36%	2	14	14.29%			-1.4819	YES
% Provisioning Troubles within X days UNE Analog Loop Non-Design Non-Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	1083	27043	4.00%	0	7	0.00%			0.5403	YES
% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	285	5491	5.19%	0	0	0.00%				YES
% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Non-Dispatch	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	285	5491	5.19%	0	0	0.00%				YES
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	281	5246	5.36%	0	2	0.00%			0.3364	YES
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Non-Dispatch	Retail Residence and Business (POTS) Excluding Switch-Based Orders	1083	27043	4.00%	0	7	0.00%			0.5403	YES
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Dispatch	Retail Digital Loop >= DS1	8	127	6.30%	2	42	4.76%			0.3555	YES
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Non-Dispatch	Retail Digital Loop >= DS1	2	161	1.24%	0	3	0.00%			0.1925	YES
% Provisioning Troubles within X days UNE EELS Dispatch	Retail DS1/DS3	1	311	0.32%	1	25	4.00%			-3.1255	NO
% Provisioning Troubles within X days UNE EELS Non-Dispatch	Retail DS1/DS3										
% Provisioning Troubles within X days UNE Line Splitting/Sharing Dispatch	ADSL Provided to Retail	111	3033	3.66%	0	2	0.00%			0.2755	YES
% Provisioning Troubles within X days UNE Line Splitting/Sharing Non-Dispatch	ADSL Provided to Retail	287	6891	4.16%	0	66	0.00%			1.6855	YES
% Provisioning Troubles within X days UNE Loop + Port Combinations Dispatch	Retail Residence and Business	281	5336	5.27%	1	58	1.72%			1.2012	YES
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (D)	Retail Residence and Business	1085	27170	3.99%	8	297	2.69%			1.1378	YES
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (S)	Retail Residence and Business	908	52929	1.72%	23	3035	0.76%			3.9514	YES
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch	Retail Residence and Business	1993	80099	2.49%	31	3332	0.93%			5.6565	YES
% Provisioning Troubles within X days UNE Other Design Dispatch	Diagnostic										
% Provisioning Troubles within X days UNE Other Design Non-Dispatch	Diagnostic										
% Provisioning Troubles within X days UNE Other Non-Design Dispatch	Diagnostic	0	0	0.00%	0	12	0.00%				D

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% Provisioning Troubles within X days UNE Other Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE xDSL With Conditioning Dispatch
% Provisioning Troubles within X days UNE xDSL Without Conditioning Non-Dispatch
% Provisioning Troubles within X days UNE xDSL Without Conditioning Dispatch
% Provisioning Troubles within X days UNE xDSL Without Conditioning Non-Dispatch

Recovery Time

CCC Avg Recovery Time Coordinated Customer Conversions (LOOPS)
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Service Order Accuracy

Service Order Accuracy Resale
Service Order Accuracy UNE-P
Service Order Accuracy UNE

Provisioning

**Benchmark/
Analog**

Diagnostic
Retail ISDN - BRI
Retail ISDN - BRI
ADSL Provided to Retail
ADSL Provided to Retail

<= 5 Hours

95.00%
95.00%
95.00%

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
0	0	0.00%	0	1644	0.00%				D
0	18	0.00%	0	2	0.00%				YES
0	7	0.00%	0	0	0.00%				YES
111	3033	3.66%	0	11	0.00%			0.6453	YES
287	6891	4.16%	0	3	0.00%			0.361	YES
			13346	13595	98.17%				YES
			14865	15102	98.43%				YES
			6816	7124	95.68%				YES

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Special Access - M & R

	Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Customer Trouble Report Rate - Failure Rate											
Customer Trouble Report Rate - Failure Rate Annualized Below DS3 (DS0 + DS1)	<= 10%	14	907	1.49%	475	18299	2.60%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized DS3 and Above (DS3 + OCn)	<= 10%	1	51	1.02%	6	1351	0.48%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS0	Diagnostic	4	94	3.78%	133	3902	3.40%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS1	Diagnostic	10	813	1.23%	342	14397	2.38%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Non-Opt)	Diagnostic	1	50	1.05%	6	1247	0.51%				Diagnostic
Customer Trouble Report Rate - Failure Rate Annualized Special Access DS3 (Optical OCn)	Diagnostic	0	1	0.00%	0	104	0.12%				Diagnostic
Customer Trouble Report Rate - Failure Rate Below DS3 (DS0 + DS1)	Diagnostic	9	1143	0.79%	423	18284	2.31%				Diagnostic
Customer Trouble Report Rate - Failure Rate DS3 and Above (DS3 + OCn)	Diagnostic	0	96	0.00%	10	1461	0.68%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS0	Diagnostic	1	60	1.25%	118	3235	3.65%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS1	Diagnostic	8	1063	0.75%	305	15049	2.03%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Non-Optical)	Diagnostic	0	91	0.00%	10	1353	0.74%				Diagnostic
Customer Trouble Report Rate - Failure Rate Special Access DS3 (Optical OCn)	Diagnostic	0	5	0.00%	0	108	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore)											
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Below DS3 (DS0 + DS1)	Diagnostic	3.92	2	1.96	87.85	94	0.93				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) DS3 and Above (DS3 + OCn)	Diagnostic	0	0	0	0	0	0				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS0	Diagnostic	0.15	1	0.15	12.27	16	0.77				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS1	Diagnostic	3.77	1	3.77	75.58	78	0.97				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS3	Diagnostic	0	0	0	0	0	0				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (FOK-TOK) Special Access DS3 (Optical OCn)	Diagnostic	0	9	0.00%	1	423	0.24%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Below DS3 (DS0 + DS1)	Diagnostic	0	0	0.00%	0	10	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) DS3 and Above (DS3 + OCn)	Diagnostic	0	1	0.00%	0	118	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS0	Diagnostic	0	8	0.00%	1	305	0.33%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS1	Diagnostic	0	0	0.00%	0	10	0.00%				Diagnostic
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3	Diagnostic										
Maintenance Average Duration (Mean Time to Restore) (OOS > 24) Special Access DS3 (Optical OCn)	Diagnostic										
Maintenance Average Duration (Mean Time to Restore) Below DS3 (DS0 + DS1)	<= 2 Hours	42.7	9	4.74	1433.12	423	3.39				Diagnostic
Maintenance Average Duration (Mean Time to Restore) DS3 and Above (DS3 + OCn)	<= 1 Hour	0	0	0	65.08	10	6.51				Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS0	Diagnostic	0.15	1	0.15	363.42	118	3.08				Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS1	Diagnostic	42.55	8	5.32	1069.7	305	3.51				Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS3 (Non-Optical)	Diagnostic	0	0	0	65.08	10	6.51				Diagnostic
Maintenance Average Duration (Mean Time to Restore) Special Access DS3 (Optical OCn)	Diagnostic										
Percent Repeat Troubles											
Percent Repeat Troubles Below DS3 (DS0 + DS1)	<= 6%	2	9	22.22%	72	423	17.02%				Diagnostic
Percent Repeat Troubles DS3 and Above (DS3 + OCn)	<= 3%	0	0	0.00%	0	10	0.00%				Diagnostic
Percent Repeat Troubles Special Access DS0	Diagnostic	0	1	0.00%	16	118	13.56%				Diagnostic
Percent Repeat Troubles Special Access DS1	Diagnostic	2	8	25.00%	56	305	18.36%				Diagnostic
Percent Repeat Troubles Special Access DS3 (Non-Optical)	Diagnostic	0	0	0.00%	0	10	0.00%				Diagnostic
Percent Repeat Troubles Special Access DS3 (Optical OCn)	Diagnostic										

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Special Access - Ordering

FOC Receipt Past Due

FOC Receipt Past Due (With Open Query / Reject) Special Access DS0
FOC Receipt Past Due (With Open Query / Reject) Special Access DS1
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Non-Optical)
FOC Receipt Past Due (With Open Query / Reject) Special Access DS3 (Optical OCn)
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS0
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS1
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Non-Optical)
FOC Receipt Past Due (Without Open Query / Reject) Special Access DS3 (Optical OCn)

Benchmark/
Analog

Diagnostic
Diagnostic
Diagnostic
Diagnostic
<= 2%
<= 2%
<= 2%
<= 2%

Firm Order Confirmation Timeliness (FOC Receipt)

Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS0
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS1
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Non-Optical)
Firm Order Confirmation Timeliness (FOC Receipt) Special Access DS3 (Optical OCn)

>= 98% within 2 Business Days
>= 98% within 2 Business Days
>= 98% within 5 Business Days
>= 98% within 5 Business Days

Offered Versus Requested Due Date

Offered Versus Requested Due Date Special Access DS0
Offered Versus Requested Due Date Special Access DS1
Offered Versus Requested Due Date Special Access DS3 (Non-Optical)
Offered Versus Requested Due Date Special Access DS3 (Optical OCn)

Diagnostic
Diagnostic
Diagnostic
Diagnostic

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
			0	17	0.00%				Diagnostic
			10	117	8.55%				Diagnostic
			2	18	11.11%				Diagnostic
			0	1	0.00%				Diagnostic
			2	44	4.55%				Diagnostic
			5	202	2.48%				Diagnostic
			0	9	0.00%				Diagnostic
			0	4	0.00%				Diagnostic
			20	63	31.75%				Diagnostic
			63	308	20.45%				Diagnostic
			15	29	51.72%				Diagnostic
			0	5	0.00%				Diagnostic
			55	59	93.22%				Diagnostic
			237	246	96.34%				Diagnostic
			13	14	92.86%				Diagnostic
			3	3	100.00%				Diagnostic

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Special Access - Provisioning

Benchmark/ Analog	BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
Average Interval - Requested/Offered/Installation										
Average Interval - Installed Below DS3 (DS0 + DS1)	165	14	11.79	4776	425	11.24				Diagnostic
Average Interval - Installed DS3 and Above (DS3 + OCn)	0	0	0	396	21	18.86				Diagnostic
Average Interval - Installed Special Access DS0	43	3	14.33	1089	85	12.81				Diagnostic
Average Interval - Installed Special Access DS1	122	11	11.09	3687	340	10.84				Diagnostic
Average Interval - Installed Special Access DS3 (Non-Optical)	0	0	0	380	20	19				Diagnostic
Average Interval - Installed Special Access DS3 (Optical OCn)	0	0	0	16	1	16				Diagnostic
Average Interval - Offered Below DS3 (DS0 + DS1)	159	14	11.36	4522	425	10.71				Diagnostic
Average Interval - Offered DS3 and Above (DS3 + OCn)	0	0	0	401	21	19.1				Diagnostic
Average Interval - Offered Special Access DS0	35	3	11.67	1073	85	12.62				Diagnostic
Average Interval - Offered Special Access DS1	124	11	11.27	3479	340	10.23				Diagnostic
Average Interval - Offered Special Access DS3 (Non-Optical)	0	0	0	393	20	19.65				Diagnostic
Average Interval - Offered Special Access DS3 (Optical OCn)	0	0	0	8	1	8				Diagnostic
Average Interval - Requested Below DS3 (DS0 + DS1)	159	14	11.36	4468	425	10.51				Diagnostic
Average Interval - Requested DS3 and Above (DS3 + OCn)	0	0	0	308	21	14.67				Diagnostic
Average Interval - Requested Special Access DS0	35	3	11.67	1038	85	12.21				Diagnostic
Average Interval - Requested Special Access DS1	124	11	11.27	3430	340	10.09				Diagnostic
Average Interval - Requested Special Access DS3 (Non-Optical)	0	0	0	306	20	15.3				Diagnostic
Average Interval - Requested Special Access DS3 (Optical OCn)	0	0	0	2	1	2				Diagnostic
Days Late										
Days Late - Average Days Late Due To BST Facilities Below DS3 (DS0 + DS1)										Diagnostic
Days Late - Average Days Late Due To BST Facilities DS3 and Above (DS3 + OCn)										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS0										
Days Late - Average Days Late Due To BST Facilities Special Access DS1										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS3 (Non-Optical)										Diagnostic
Days Late - Average Days Late Due To BST Facilities Special Access DS3 (Optical OCn)										
Days Late Below DS3 (DS0 + DS1)	< 3 Days Late	4	2	2	164	26	6.31			Diagnostic
Days Late DS3 and Above (DS3 + OCn)	< 3 Days Late									Diagnostic
Days Late Special Access DS0	< 3 Days Late									
Days Late Special Access DS1	< 3 Days Late	4	2	2	164	26	6.31			Diagnostic
Days Late Special Access DS3 (Non-Optical)	< 3 Days Late									Diagnostic
Days Late Special Access DS3 (Optical OCn)	< 3 Days Late									
On-time Performance To FOC Due Date										
On-time Performance FOC Due Date (With CNR) Below DS3 (DS0 + DS1)	11	14	78.57%	395	425	92.94%				Diagnostic
On-time Performance FOC Due Date (With CNR) DS3 and Above (DS3 + OCn)				18	21	85.71%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS0	98%	3	100.00%	85	85	100.00%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS1	98%	8	72.73%	310	340	91.18%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Non-Optical)	98%			17	20	85.00%				Diagnostic
On-time Performance FOC Due Date (With CNR) Special Access DS3 (Optical OCn)	98%			1	1	100.00%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Below DS3 (DS0 + DS1)	7	14	50.00%	349	425	82.12%				Diagnostic
On-time Performance FOC Due Date (Without CNR) DS3 and Above (DS3 + OCn)				13	21	61.90%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS0		3		80	85	94.12%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS1	7	11	63.64%	269	340	79.12%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS3 (Non-Optical)				13	20	65.00%				Diagnostic
On-time Performance FOC Due Date (Without CNR) Special Access DS3 (Optical OCn)					1					Diagnostic
Past Due Circuits										
Past Due Circuits - % Cancellations Below DS3 (DS0 + DS1)										
Past Due Circuits - % Cancellations DS3 and Above (DS3 + OCn)										
Past Due Circuits - % Cancellations Special Access DS0										
Past Due Circuits - % Cancellations Special Access DS1										
Past Due Circuits - % Cancellations Special Access DS3 (Non-Optical)										
Past Due Circuits - % Cancellations Special Access DS3 (Optical OCn)										
Past Due Circuits - BST Facilities Below DS3 (DS0 + DS1)										
Past Due Circuits - BST Facilities DS3 and Above (DS3 + OCn)										
Past Due Circuits - BST Facilities Special Access DS0										
Past Due Circuits - BST Facilities Special Access DS1										
Past Due Circuits - BST Facilities Special Access DS3 (Non-Optical)										
Past Due Circuits - BST Facilities Special Access DS3 (Optical OCn)										
Past Due Circuits - BST Reasons Below DS3 (DS0 + DS1)										
Past Due Circuits - BST Reasons DS3 and Above (DS3 + OCn)										
Past Due Circuits - BST Reasons Special Access DS0	<= 3%									
Past Due Circuits - BST Reasons Special Access DS1	<= 3%									
Past Due Circuits - BST Reasons Special Access DS3 (Non-Optical)	<= 3%									
Past Due Circuits - BST Reasons Special Access DS3 (Optical OCn)	<= 3%									
Past Due Circuits - IXC Reasons Below DS3 (DS0 + DS1)										
Past Due Circuits - IXC Reasons DS3 and Above (DS3 + OCn)										
Past Due Circuits - IXC Reasons Special Access DS0										
Past Due Circuits - IXC Reasons Special Access DS1										
Past Due Circuits - IXC Reasons Special Access DS3 (Non-Optical)										
Past Due Circuits - IXC Reasons Special Access DS3 (Optical OCn)										
Percent Provisioning Troubles (New Installation Trouble Report Rate)										
Percent Provisioning Troubles (New Installation Trouble Report Rate) Below DS3 (DS0 + DS1)	0	9	0.00%	26	420	6.19%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) DS3 and Above (DS3 + OCn)	0	1	0.00%	0	24	0.00%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS0	<= 1%	0	0.00%	4	17	23.53%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS1	<= 1%	0	0.00%	22	403	5.46%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS3 (Non-Optical)	<= 1%	0	0.00%	0	23	0.00%				Diagnostic
Percent Provisioning Troubles (New Installation Trouble Report Rate) Special Access DS3 (Optical OCn)	<= 1%			0	1	0.00%				Diagnostic

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Trunk Group Performance

Trunk Group Performance Agg.
Trunk Group Performance Trunk Group Performance Agg.

Benchmark/
Analog

0

BST Numerator	BST Volume	BST Measure	CLEC Numerator	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	Zscore	Equity
					0				YES