

BellSouth Monthly State Summary
Kentucky, October 2003

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/KY (%)	Diagnostic		13.19%	3,358			Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic		20.57%	141			Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)	Diagnostic						Diagnostic
A.1.1.4	O-7	PBX/KY (%)	Diagnostic						Diagnostic
A.1.1.5	O-7	Centrex/KY (%)	Diagnostic						Diagnostic
A.1.1.6	O-7	ISDN/KY (%)	Diagnostic						Diagnostic
% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/KY (%)	Diagnostic		25.17%	1,041			Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic		53.38%	148			Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)	Diagnostic						Diagnostic
A.1.2.4	O-7	PBX/KY (%)	Diagnostic						Diagnostic
A.1.2.5	O-7	Centrex/KY (%)	Diagnostic						Diagnostic
A.1.2.6	O-7	ISDN/KY (%)	Diagnostic						Diagnostic
% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/KY (%)	Diagnostic		56.86%	51			Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic		63.64%	44			Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic		26.09%	23			Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic		50.00%	6			Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic		33.33%	3			Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic						Diagnostic
Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr		99.55%	443			YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr		100.00%	29			YES
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr						
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr						
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr						
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr						
Reject Interval - 10 hours - Partially Mechanized									
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs		96.59%	264			YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs		97.47%	79			YES
A.1.7.3	O-8	Design (Specials)/KY (%)	>= 85% w in 10 hrs						
A.1.7.4	O-8	PBX/KY (%)	>= 85% w in 10 hrs						
A.1.7.5	O-8	Centrex/KY (%)	>= 85% w in 10 hrs						
A.1.7.6	O-8	ISDN/KY (%)	>= 85% w in 10 hrs						
Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/KY (%)	>= 85% w in 24 hrs		100.00%	31			YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs		100.00%	28			YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs		100.00%	6			YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs		100.00%	3			YES
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs		100.00%	1			YES
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs						
FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs		99.83%	2,915			YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs		98.21%	112			YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs						
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs						
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs						
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs						
FOC Timeliness - 10 hours - Partially Mechanized									
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs		97.61%	796			YES

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A.1.12.2	O-9	Business/KY (%)
A.1.12.3	O-9	Design (Specials)/KY (%)
A.1.12.4	O-9	PBX/KY (%)
A.1.12.5	O-9	Centrex/KY (%)
A.1.12.6	O-9	ISDN/KY (%)

Benchmark/
Analog

>= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		97.26%	73				YES

FOC Timeliness - Non-Mechanized

A.1.13.1	O-9	Residence/KY (%)
A.1.13.2	O-9	Business/KY (%)
A.1.13.3	O-9	Design (Specials)/KY (%)
A.1.13.4	O-9	PBX/KY (%)
A.1.13.5	O-9	Centrex/KY (%)
A.1.13.6	O-9	ISDN/KY (%)

>= 85% w in 36 hrs
 >= 85% w in 36 hrs
 >= 85% w in 36 hrs
 >= 85% w in 36 hrs
 >= 85% w in 36 hrs
 >= 85% w in 36 hrs

		95.24%	21				YES
		100.00%	11				YES
		100.00%	17				YES
		66.67%	3				NO
		100.00%	2				YES

FOC & Reject Response Completeness - Mechanized

A.1.14.1.1	O-11	Residence/EDI/KY (%)
A.1.14.1.2	O-11	Residence/TAG/KY (%)
A.1.14.2.1	O-11	Business/EDI/KY (%)
A.1.14.2.2	O-11	Business/TAG/KY (%)
A.1.14.3.1	O-11	Design (Specials)/EDI/KY (%)
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.14.4.1	O-11	PBX/EDI/KY (%)
A.1.14.4.2	O-11	PBX/TAG/KY (%)
A.1.14.5.1	O-11	Centrex/EDI/KY (%)
A.1.14.5.2	O-11	Centrex/TAG/KY (%)
A.1.14.6.1	O-11	ISDN/EDI/KY (%)
A.1.14.6.2	O-11	ISDN/TAG/KY (%)

>= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%

		100.00%	227				YES
		99.97%	3,131				YES
		100.00%	141				YES

FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1.1	O-11	Residence/EDI/KY (%)
A.1.15.1.2	O-11	Residence/TAG/KY (%)
A.1.15.2.1	O-11	Business/EDI/KY (%)
A.1.15.2.2	O-11	Business/TAG/KY (%)
A.1.15.3.1	O-11	Design (Specials)/EDI/KY (%)
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.15.4.1	O-11	PBX/EDI/KY (%)
A.1.15.4.2	O-11	PBX/TAG/KY (%)
A.1.15.5.1	O-11	Centrex/EDI/KY (%)
A.1.15.5.2	O-11	Centrex/TAG/KY (%)
A.1.15.6.1	O-11	ISDN/EDI/KY (%)
A.1.15.6.2	O-11	ISDN/TAG/KY (%)

>= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%

		100.00%	35				YES
		100.00%	1,006				YES
		100.00%	148				YES

FOC & Reject Response Completeness - Non-Mechanized

A.1.16.1	O-11	Residence/KY (%)
A.1.16.2	O-11	Business/KY (%)
A.1.16.3	O-11	Design (Specials)/KY (%)
A.1.16.4	O-11	PBX/KY (%)
A.1.16.5	O-11	Centrex/KY (%)
A.1.16.6	O-11	ISDN/KY (%)

>= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%

		96.23%	53				YES
		93.18%	44				NO
		100.00%	23				YES
		100.00%	6				YES
		100.00%	3				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1.1	O-11	Residence/EDI/KY (%)
A.1.17.1.2	O-11	Residence/TAG/KY (%)
A.1.17.2.1	O-11	Business/EDI/KY (%)
A.1.17.2.2	O-11	Business/TAG/KY (%)
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)
A.1.17.4.1	O-11	PBX/EDI/KY (%)
A.1.17.4.2	O-11	PBX/TAG/KY (%)
A.1.17.5.1	O-11	Centrex/EDI/KY (%)
A.1.17.5.2	O-11	Centrex/TAG/KY (%)

>= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%
 >= 95%

		100.00%	227				YES
		100.00%	3,130				YES
		100.00%	141				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.17.6.1	O-11 ISDN/EDI/KY (%)	>= 95%								
A.1.17.6.2	O-11 ISDN/TAG/KY (%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11 Residence/EDI/KY (%)	>= 95%			91.43%	35				NO
A.1.18.1.2	O-11 Residence/TAG/KY (%)	>= 95%			94.73%	1,006				NO
A.1.18.2.1	O-11 Business/EDI/KY (%)	>= 95%								
A.1.18.2.2	O-11 Business/TAG/KY (%)	>= 95%								
A.1.18.3.1	O-11 Design (Specials)/EDI/KY (%)	>= 95%			87.84%	148				NO
A.1.18.3.2	O-11 Design (Specials)/TAG/KY (%)	>= 95%								
A.1.18.4.1	O-11 PBX/EDI/KY (%)	>= 95%								
A.1.18.4.2	O-11 PBX/TAG/KY (%)	>= 95%								
A.1.18.5.1	O-11 Centrex/EDI/KY (%)	>= 95%								
A.1.18.5.2	O-11 Centrex/TAG/KY (%)	>= 95%								
A.1.18.6.1	O-11 ISDN/EDI/KY (%)	>= 95%								
A.1.18.6.2	O-11 ISDN/TAG/KY (%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11 Residence/KY (%)	>= 95%			96.08%	51				YES
A.1.19.2	O-11 Business/KY (%)	>= 95%			100.00%	41				YES
A.1.19.3	O-11 Design (Specials)/KY (%)	>= 95%			86.96%	23				NO
A.1.19.4	O-11 PBX/KY (%)	>= 95%			100.00%	6				YES
A.1.19.5	O-11 Centrex/KY (%)	>= 95%			100.00%	3				YES
A.1.19.6	O-11 ISDN/KY (%)	>= 95%								

Resale - Provisioning

Order Completion Interval										
A.2.1.1.1.1	P-4 Residence/<10 circuits/Dispatch/KY (days)	Res	6.19	4,133	5.63	123	5.244	0.47983	1.1592	YES
A.2.1.1.1.2	P-4 Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.84	102,939	0.48	3,088	1.278	0.02334	15.4190	YES
A.2.1.1.2.1	P-4 Residence/>=10 circuits/Dispatch/KY (days)	Res	4.78	9			1.641			
A.2.1.1.2.2	P-4 Residence/>=10 circuits/Non-Dispatch/KY (days)	Res								
A.2.1.2.1.1	P-4 Business/<10 circuits/Dispatch/KY (days)	Bus	5.62	1,503	2.33	13	16.093	4.48279	0.7329	YES
A.2.1.2.1.2	P-4 Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.57	9,047	0.58	101	4.130	0.41328	2.4008	YES
A.2.1.2.2.1	P-4 Business/>=10 circuits/Dispatch/KY (days)	Bus	17.83	18			47.849			
A.2.1.2.2.2	P-4 Business/>=10 circuits/Non-Dispatch/KY (days)	Bus	0.33	1			0.000			
A.2.1.3.1.1	P-4 Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	12.44	344			9.870			
A.2.1.3.1.2	P-4 Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	4.45	176	4.00	3	8.114	4.72459	0.0958	YES
A.2.1.3.2.1	P-4 Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	17.63	16			9.577			
A.2.1.3.2.2	P-4 Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design	25.00	1			0.000			
A.2.1.4.1.1	P-4 PBX/<10 circuits/Dispatch/KY (days)	PBX	10.20	5			4.382			
A.2.1.4.1.2	P-4 PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	1.09	39	0.33	2	1.966	1.42538	0.5337	YES
A.2.1.4.2.1	P-4 PBX/>=10 circuits/Dispatch/KY (days)	PBX	36.00	1			0.000			
A.2.1.4.2.2	P-4 PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	1.42	4			1.751			
A.2.1.5.1.1	P-4 Centrex/<10 circuits/Dispatch/KY (days)	Centrex	4.00	89			3.223			
A.2.1.5.1.2	P-4 Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	2.07	137	0.33	1	2.103	2.11113	0.8206	YES
A.2.1.5.2.1	P-4 Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	7.00	9			3.742			
A.2.1.5.2.2	P-4 Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	7.00	4			4.899			
A.2.1.6.1.1	P-4 ISDN/<10 circuits/Dispatch/KY (days)	ISDN	12.12	26	13.00	1	7.101	7.23641	-0.1222	YES
A.2.1.6.1.2	P-4 ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	3.84	37			10.179			
A.2.1.6.2.1	P-4 ISDN/>=10 circuits/Dispatch/KY (days)	ISDN								
A.2.1.6.2.2	P-4 ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	3.79	8			3.568			
Held Orders										
A.2.2.1.1.1	P-1 Residence/<10 circuits/Facility/KY (days)	Res	18.33	67	0.00	0	24.023			YES
A.2.2.1.1.2	P-1 Residence/<10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1 Residence/<10 circuits/Other/KY (days)	Res	3.59	27	1.00	1	8.679	8.83841	0.2933	YES
A.2.2.1.2.1	P-1 Residence/>=10 circuits/Facility/KY (days)	Res	0.00	0						
A.2.2.1.2.2	P-1 Residence/>=10 circuits/Equipment/KY (days)	Res	0.00	0						
A.2.2.1.2.3	P-1 Residence/>=10 circuits/Other/KY (days)	Res	0.00	0						

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)
A.2.2.3.1.1	P-1	Design (Specials)<10 circuits/Facility/KY (days)
A.2.2.3.1.2	P-1	Design (Specials)<10 circuits/Equipment/KY (days)
A.2.2.3.1.3	P-1	Design (Specials)<10 circuits/Other/KY (days)
A.2.2.3.2.1	P-1	Design (Specials)>=10 circuits/Facility/KY (days)
A.2.2.3.2.2	P-1	Design (Specials)>=10 circuits/Equipment/KY (days)
A.2.2.3.2.3	P-1	Design (Specials)>=10 circuits/Other/KY (days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Average Jeopardy Notice Interval - Mechanized

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

Average Jeopardy Notice Interval - Non-Mechanized

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

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
Bus	11.31	13	3.00	1	13.060	13.55302	0.6130	YES
Bus	0.00	0	0.00	0				YES
Bus	0.00	0	0.00	0				YES
Bus	0.00	0						
Bus	0.00	0						
Design	36.00	1	0.00	0	0.000			YES
Design	0.00	0	0.00	0				YES
Design	0.00	0	0.00	0				YES
Design	0.00	0						
Design	0.00	0						
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0						
PBX	0.00	0						
Centrex	3.00	1	0.00	0	0.000			YES
Centrex	0.00	0	0.00	0				YES
Centrex	0.00	0	0.00	0				YES
Centrex	0.00	0						
Centrex	0.00	0						
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0						
ISDN	0.00	0						

Res
Bus
Design
PBX
Centrex
ISDN

0.36%	113,282	0.42%	2,844		0.00114	-0.5013	YES
1.35%	10,974	1.50%	133		0.01006	-0.1542	YES
9.13%	843						
9.09%	55						
3.19%	251						
10.84%	83						

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

		0.38%	520				Diagnostic
		0.00%	15				Diagnostic
		0.00%	15				Diagnostic
		0.00%	4				Diagnostic
		0.00%	1				Diagnostic
		0.00%	1				Diagnostic

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

		172.78	11				YES
		145.65	1				YES

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

		151.08	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity			
A.2.8.6	P-2	ISDN/KY (hours)						Diagnostic			
% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/KY (%)						Diagnostic			
A.2.9.2	P-2	Business/KY (%)						Diagnostic			
A.2.9.3	P-2	Design (Specials)/KY (%)						Diagnostic			
A.2.9.4	P-2	PBX/KY (%)						Diagnostic			
A.2.9.5	P-2	Centrex/KY (%)						Diagnostic			
A.2.9.6	P-2	ISDN/KY (%)						Diagnostic			
% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.1	P-2	Residence/KY (%)						Diagnostic			
A.2.10.2	P-2	Business/KY (%)						Diagnostic			
A.2.10.3	P-2	Design (Specials)/KY (%)						Diagnostic			
A.2.10.4	P-2	PBX/KY (%)						Diagnostic			
A.2.10.5	P-2	Centrex/KY (%)						Diagnostic			
A.2.10.6	P-2	ISDN/KY (%)						Diagnostic			
% Missed Installation Appointments											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)		Res	13.96%	5,108	8.00%	150	0.02871	2.0755	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)		Res	0.01%	108,299	0.00%	3,233	0.00018	0.5647	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)		Res	0.00%	10					
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)		Res							
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY (%)		Bus	4.00%	1,801	0.00%	20	0.04405	0.9076	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)		Bus	0.09%	9,164	0.00%	129	0.00262	0.3334	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)		Bus	20.83%	24					
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)		Bus	0.00%	1					
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)		Design	2.69%	558	0.00%	5	0.07265	0.3700	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)		Design	1.46%	206	0.00%	8	0.04317	0.3374	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)		Design	0.00%	42					
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)		Design	0.00%	3					
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)		PBX	0.00%	8					
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	41	0.00%	4			YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)		PBX	0.00%	3					
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	4					
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)		Centrex	4.35%	92					
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	143	0.00%	1			YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)		Centrex	11.11%	9					
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	4					
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)		ISDN	4.17%	48	0.00%	1	0.20190	0.2064	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)		ISDN	2.44%	41					
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)		ISDN							
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)		ISDN	0.00%	8					
% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)		Res	11.29%	5,014	9.55%	157	0.02565	0.6762	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)		Res	4.12%	107,167	4.84%	2,601	0.00394	-1.8422	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)		Res	7.69%	13					
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)		Res							
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)		Bus	10.76%	1,533	10.00%	20	0.06975	0.1094	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)		Bus	5.08%	7,772	6.56%	122	0.02004	-0.7360	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)		Bus	16.67%	18					
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)		Bus	25.00%	4	0.00%	1	0.48412	0.5164	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)		Design	3.91%	384	0.00%	2	0.13735	0.2844	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)		Design	3.57%	84					
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)		Design	0.00%	23	0.00%	2			YES
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)		Design	0.00%	2	0.00%	6			YES
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)		PBX	0.00%	7					
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	26					
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)		PBX	0.00%	1					
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	9	0.00%	1			YES

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A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)

Average Completion Notice Interval - Mechanized

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

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
A.2.15.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.15.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
Centrex	5.05%	99						
Centrex	2.33%	172	0.00%	2		0.10719	0.2170	YES
Centrex	0.00%	13						
Centrex	0.00%	2						
ISDN	11.36%	44	0.00%	3		0.18938	0.6001	YES
ISDN	1.82%	55	0.00%	4		0.06919	0.2628	YES
ISDN								
ISDN	0.00%	2						

Res

Res	4.20	5,108	1.92	140	20.892	1.78971	1.2756	YES
Res	0.67	108,200	0.62	2,724	6.734	0.13064	0.3628	YES
Res	9.91	10			23.986			
Res								
Bus	2.71	1,801	0.06	14	14.433	3.87235	0.6847	YES
Bus	1.57	9,143	1.45	119	15.742	1.45239	0.0841	YES
Bus	3.56	24			12.975			
Bus	0.18	1			0.000			
Design	4.55	558			13.128			
Design	12.96	206			53.694			
Design	182.71	42			484.256			
Design	16.89	3			29.233			
PBX	16.80	8			23.684			
PBX	0.62	41			1.570			
PBX	10.38	3			11.751			
PBX	0.32	4			0.147			
Centrex	1.41	92			8.417			
Centrex	1.24	143			5.713			
Centrex	1.75	9			4.445			
Centrex	3.31	4			6.040			
ISDN	10.34	48			18.255			
ISDN	12.07	41			33.183			
ISDN								
ISDN	25.09	8			43.804			

Diagnostic

Diagnostic			11.45	10				Diagnostic
Diagnostic			9.65	508				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			23.15	6				Diagnostic
Diagnostic			13.77	10				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			17.47	5				Diagnostic
Diagnostic			18.62	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.73	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		95.45%	22				YES
		100.00%	1				YES
		87.50%	8				NO

A.2.25.3.1.2
A.2.25.3.2.1
A.2.25.3.2.2

P-11	Design (Specials)<10 circuits/Non-Dispatch/KY (%)	>= 95%
P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)	>= 95%
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)	>= 95%

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus
A.3.1.3.1	M&R-1	Design (Specials)Dispatch/KY (%)	Design
A.3.1.3.2	M&R-1	Design (Specials)Non-Dispatch/KY (%)	Design
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN

12.03%	15,630	9.82%	275		0.01979	1.1198	YES
1.58%	5,587	2.17%	46		0.01843	-0.3249	YES
11.28%	2,198	5.66%	53		0.04398	1.2785	YES
2.65%	1,020	0.00%	9		0.05375	0.4925	YES
0.81%	246	0.00%	2		0.06376	0.1275	YES
2.03%	395	0.00%	2		0.09986	0.2028	YES
11.25%	80	0.00%	2		0.22621	0.4973	YES
7.69%	52	0.00%	1		0.28902	0.2859	YES
17.02%	141	0.00%	0				YES
0.00%	85	0.00%	0				YES
0.00%	27	0.00%	1				YES
0.00%	24	0.00%	0				YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus
A.3.2.3.1	M&R-2	Design (Specials)Dispatch/KY (%)	Design
A.3.2.3.2	M&R-2	Design (Specials)Non-Dispatch/KY (%)	Design
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN

2.20%	711,418	2.77%	9,930		0.00150	-3.8214	NO
0.79%	711,418	0.46%	9,930		0.00090	3.5968	YES
1.13%	194,952	1.65%	3,207		0.00189	-2.7782	NO
0.52%	194,952	0.28%	3,207		0.00129	1.8837	YES
0.22%	109,597	0.17%	1,189		0.00138	0.4072	YES
0.36%	109,597	0.17%	1,189		0.00175	1.0980	YES
0.26%	31,282	0.27%	743		0.00188	-0.0716	YES
0.17%	31,282	0.13%	743		0.00151	0.2091	YES
0.26%	54,519	0.00%	211		0.00351	0.7373	YES
0.16%	54,519	0.00%	211		0.00272	0.5725	YES
0.37%	7,352	0.69%	145		0.00508	-0.6344	YES
0.33%	7,352	0.00%	145		0.00479	0.6813	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus
A.3.3.3.1	M&R-3	Design (Specials)Dispatch/KY (hours)	Design
A.3.3.3.2	M&R-3	Design (Specials)Non-Dispatch/KY (hours)	Design
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN

31.78	15,630	22.94	275	45.404	2.76195	3.1989	YES
11.53	5,587	6.29	46	25.073	3.71193	1.4108	YES
12.31	2,198	12.61	53	18.867	2.62284	-0.1145	YES
2.76	1,020	7.56	9	7.450	2.49421	-1.9224	NO
4.40	246	3.93	2	3.975	2.82208	0.1680	YES
2.73	395	4.09	2	5.048	3.57849	-0.3816	YES
9.34	80	13.48	2	8.196	5.86725	-0.7041	YES
6.49	52	0.40	1	9.246	9.33486	0.6527	YES
13.82	141	0.00	0	11.862			YES
3.12	85	0.00	0	5.097			YES
4.72	27	3.35	1	2.739	2.78961	0.4895	YES
3.66	24	0.00	0	4.346			YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus
A.3.4.3.1	M&R-4	Design (Specials)Dispatch/KY (%)	Design
A.3.4.3.2	M&R-4	Design (Specials)Non-Dispatch/KY (%)	Design
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN

22.43%	15,630	15.64%	275		0.02537	2.6779	YES
18.60%	5,587	10.87%	46		0.05760	1.3415	YES
14.47%	2,198	28.30%	53		0.04890	-2.8291	NO
15.10%	1,020	22.22%	9		0.11987	-0.5943	YES
20.73%	246	0.00%	2		0.28781	0.7203	YES
17.72%	395	0.00%	2		0.27069	0.6547	YES
16.25%	80	0.00%	2		0.26410	0.6153	YES
21.15%	52	0.00%	1		0.41231	0.5131	YES
14.89%	141	0.00%	0				YES
14.12%	85	0.00%	0				YES
3.70%	27	0.00%	1		0.19232	0.1926	YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	4.17%	24	0.00%	0			YES
Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	14.43%	9,502	9.90%	202	0.02498	1.8122	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	7.00%	1,486	3.70%	27	0.04954	0.6651	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	5.11%	1,253	4.17%	24	0.04537	0.2074	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	1.74%	402	0.00%	8	0.04670	0.3728	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	0.81%	246	0.00%	2	0.06376	0.1275	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	2.03%	395	0.00%	2	0.09986	0.2028	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	6.67%	75	100.00%	1	0.25110	-3.7170	NO
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	6.12%	49	0.00%	1	0.24218	0.2528	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	3.53%	85	0.00%	0			YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	0.00%	35	0.00%	0			YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	0.00%	27	0.00%	1			YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	0.00%	24	0.00%	0			YES
Resale - Billing										
Invoice Accuracy										
A.4.1	B-1	KY (%)	BST - State	99.34%	\$96,111,554	96.08%	\$805,157	0.00009	360.8636	NO
Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.79	1	3.07	1,904			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

Code	Description	Diagnostic	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.1.1	O-7 Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.1.2	O-7 Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.1.3	O-7 Loop + Port Combinations/KY (%)	Diagnostic			11.28%	33,072				Diagnostic
B.1.1.4	O-7 Combo Other/KY (%)	Diagnostic								Diagnostic
B.1.1.5	O-7 xDSL (ADSL, HDSL and UCLY/KY (%)	Diagnostic			3.57%	28				Diagnostic
B.1.1.6	O-7 ISDN Loop (UDN, UDCY/KY (%)	Diagnostic			0.00%	19				Diagnostic
B.1.1.7	O-7 Line Sharing/KY (%)	Diagnostic			3.33%	180				Diagnostic
B.1.1.8	O-7 2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.1.1.9	O-7 2W Analog Loop Non-Design/KY (%)	Diagnostic			6.67%	15				Diagnostic
B.1.1.10	O-7 2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.11	O-7 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.12	O-13 2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.13	O-13 2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.14	O-7 Other Design/KY (%)	Diagnostic			19.32%	88				Diagnostic
B.1.1.15	O-7 Other Non-Design/KY (%)	Diagnostic			8.36%	3,085				Diagnostic
B.1.1.16	O-7 INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	O-13 LNP Standalone/KY (%)	Diagnostic			4.56%	1,468				Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7 Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	O-7 Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.2.3	O-7 Loop + Port Combinations/KY (%)	Diagnostic			40.57%	4,279				Diagnostic
B.1.2.4	O-7 Combo Other/KY (%)	Diagnostic								Diagnostic
B.1.2.5	O-7 xDSL (ADSL, HDSL and UCLY/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.2.6	O-7 ISDN Loop (UDN, UDCY/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.7	O-7 Line Sharing/KY (%)	Diagnostic			28.00%	25				Diagnostic
B.1.2.8	O-7 2W Analog Loop Design/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.1.2.9	O-7 2W Analog Loop Non-Design/KY (%)	Diagnostic			33.33%	6				Diagnostic
B.1.2.10	O-7 2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.11	O-7 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.12	O-13 2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.13	O-13 2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.14	O-7 Other Design/KY (%)	Diagnostic			38.36%	73				Diagnostic
B.1.2.15	O-7 Other Non-Design/KY (%)	Diagnostic			19.42%	345				Diagnostic
B.1.2.16	O-7 INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13 LNP Standalone/KY (%)	Diagnostic			20.15%	407				Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7 Switch Ports/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.2	O-7 Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.3.3	O-7 Loop + Port Combinations/KY (%)	Diagnostic			38.76%	356				Diagnostic
B.1.3.4	O-7 Combo Other/KY (%)	Diagnostic			36.62%	71				Diagnostic
B.1.3.5	O-7 xDSL (ADSL, HDSL and UCLY/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.1.3.6	O-7 ISDN Loop (UDN, UDCY/KY (%)	Diagnostic								Diagnostic
B.1.3.7	O-7 Line Sharing/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.8	O-7 2W Analog Loop Design/KY (%)	Diagnostic			25.00%	4				Diagnostic
B.1.3.9	O-7 2W Analog Loop Non-Design/KY (%)	Diagnostic			71.11%	45				Diagnostic
B.1.3.10	O-7 2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	O-7 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.12	O-13 2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.13	O-13 2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.14	O-7 Other Design/KY (%)	Diagnostic								Diagnostic
B.1.3.15	O-7 Other Non-Design/KY (%)	Diagnostic			33.77%	77				Diagnostic
B.1.3.16	O-7 INP Standalone/KY (%)	Diagnostic			27.84%	176				Diagnostic
B.1.3.17	O-13 LNP Standalone/KY (%)	Diagnostic			20.00%	10				Diagnostic
		Diagnostic			12.00%	100				Diagnostic

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Reject Interval - Mechanized									
B.1.4.1	O-8	Switch Ports/KY (%)							
B.1.4.2	O-8	Local Interoffice Transport/KY (%)							
B.1.4.3	O-8	Loop + Port Combinations/KY (%)		93.62%	3,746				NO
B.1.4.4	O-8	Combo Other/KY (%)							
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCLY/KY (%)		100.00%	1				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDCY/KY (%)							
B.1.4.7	O-8	Line Sharing/KY (%)		100.00%	6				YES
B.1.4.8	O-8	2W Analog Loop Design/KY (%)							
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)		100.00%	1				YES
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)							
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)							
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)							
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)							
B.1.4.14	O-8	Other Design/KY (%)		100.00%	17				YES
B.1.4.15	O-8	Other Non-Design/KY (%)		95.35%	258				NO
B.1.4.16	O-8	INP Standalone/KY (%)							
B.1.4.17	O-14	LNP Standalone/KY (%)		98.51%	67				YES
Reject Interval - 10 hours - Partially Mechanized									
B.1.7.1	O-8	Switch Ports/KY (%)							
B.1.7.2	O-8	Local Interoffice Transport/KY (%)							
B.1.7.3	O-8	Loop + Port Combinations/KY (%)		96.77%	1,766				YES
B.1.7.4	O-8	Combo Other/KY (%)							
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCLY/KY (%)		100.00%	1				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDCY/KY (%)							
B.1.7.7	O-8	Line Sharing/KY (%)		100.00%	7				YES
B.1.7.8	O-8	2W Analog Loop Design/KY (%)							
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)		100.00%	2				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)							
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)							
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)							
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)							
B.1.7.14	O-8	Other Design/KY (%)		100.00%	30				YES
B.1.7.15	O-8	Other Non-Design/KY (%)		92.65%	68				YES
B.1.7.16	O-8	INP Standalone/KY (%)							
B.1.7.17	O-14	LNP Standalone/KY (%)		98.84%	86				YES
Reject Interval - Non-Mechanized									
B.1.8.1	O-8	Switch Ports/KY (%)							
B.1.8.2	O-8	Local Interoffice Transport/KY (%)							
B.1.8.3	O-8	Loop + Port Combinations/KY (%)		100.00%	144				YES
B.1.8.4	O-8	Combo Other/KY (%)		96.43%	28				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCLY/KY (%)							
B.1.8.6	O-8	ISDN Loop (UDN, UDCY/KY (%)							
B.1.8.7	O-8	Line Sharing/KY (%)		100.00%	1				YES
B.1.8.8	O-8	2W Analog Loop Design/KY (%)		100.00%	1				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)		100.00%	37				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)							
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)							
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)							
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)							
B.1.8.14	O-8	Other Design/KY (%)		96.88%	32				YES
B.1.8.15	O-8	Other Non-Design/KY (%)		97.96%	49				YES
B.1.8.16	O-8	INP Standalone/KY (%)		100.00%	2				YES
B.1.8.17	O-14	LNP Standalone/KY (%)		92.31%	13				YES
FOC Timeliness - Mechanized									
B.1.9.1	O-9	Switch Ports/KY (%)							
B.1.9.2	O-9	Local Interoffice Transport/KY (%)							

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B.1.9.3	O-9	Loop + Port Combinations/KY (%)
B.1.9.4	O-9	Combo Other/KY (%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCLY/KY (%)
B.1.9.6	O-9	ISDN Loop (UDN, UDCY/KY (%)
B.1.9.7	O-9	Line Sharing/KY (%)
B.1.9.8	O-9	2W Analog Loop Design/KY (%)
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.9.14	O-9	Other Design/KY (%)
B.1.9.15	O-9	Other Non-Design/KY (%)
B.1.9.16	O-9	INP Standalone/KY (%)
B.1.9.17	O-15	LNP Standalone/KY (%)

Benchmark/
Analog

>= 95% w in 3 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		97.56%	29,315				YES
							YES
		100.00%	24				YES
		100.00%	19				YES
		96.55%	174				YES
							YES
		100.00%	14				YES
		100.00%	71				YES
		98.73%	2,828				YES
		100.00%	1,399				YES

FOC Timeliness - 10 hours - Partially Mechanized

B.1.12.1	O-9	Switch Ports/KY (%)
B.1.12.2	O-9	Local Interoffice Transport/KY (%)
B.1.12.3	O-9	Loop + Port Combinations/KY (%)
B.1.12.4	O-9	Combo Other/KY (%)
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCLY/KY (%)
B.1.12.6	O-9	ISDN Loop (UDN, UDCY/KY (%)
B.1.12.7	O-9	Line Sharing/KY (%)
B.1.12.8	O-9	2W Analog Loop Design/KY (%)
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.12.14	O-9	Other Design/KY (%)
B.1.12.15	O-9	Other Non-Design/KY (%)
B.1.12.16	O-9	INP Standalone/KY (%)
B.1.12.17	O-15	LNP Standalone/KY (%)

>= 85% w in 10 hrs
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		98.12%	2,662				YES
		100.00%	1				YES
		66.67%	3				NO
		80.95%	21				NO
		100.00%	7				YES
		100.00%	4				YES
		90.91%	55				YES
		93.91%	279				YES
		94.27%	349				YES

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/KY (%)
B.1.13.2	O-9	Local Interoffice Transport/KY (%)
B.1.13.3	O-9	Loop + Port Combinations/KY (%)
B.1.13.4	O-9	Combo Other/KY (%)
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCLY/KY (%)
B.1.13.6	O-9	ISDN Loop (UDN, UDCY/KY (%)
B.1.13.7	O-9	Line Sharing/KY (%)
B.1.13.8	O-9	2W Analog Loop Design/KY (%)
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.13.14	O-9	Other Design/KY (%)
B.1.13.15	O-9	Other Non-Design/KY (%)
B.1.13.16	O-9	INP Standalone/KY (%)
B.1.13.17	O-15	LNP Standalone/KY (%)

>= 85% w in 36 hrs
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		100.00%	1				YES
		99.05%	211				YES
		100.00%	47				YES
		100.00%	3				YES
		100.00%	1				YES
		100.00%	3				YES
		100.00%	12				YES
		100.00%	52				YES
		99.24%	132				YES
		100.00%	7				YES
		98.80%	83				YES

FOC & Reject Response Completeness - Mechanized

B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		100.00%	22,140				YES

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

B.1.18.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%					
B.1.18.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%					
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%					
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%					
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			93.33%	1,890	NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			92.89%	2,391	NO
B.1.18.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%					
B.1.18.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%					
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCLY)EDI/KY (%)	>= 95%					
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCLY)TAG/KY (%)	>= 95%			100.00%	2	YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDCY)EDI/KY (%)	>= 95%					
B.1.18.6.2	O-11	ISDN Loop (UDN, UDCY)TAG/KY (%)	>= 95%			100.00%	2	YES
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			94.74%	19	NO
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			16.67%	6	NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%					
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	6	YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%					
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			83.33%	6	NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%					
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%					
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%					
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%					
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%					
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%					
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%					
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%					
B.1.18.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	6	YES
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			76.12%	67	NO
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			91.00%	289	NO
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			92.73%	55	NO
B.1.18.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%					
B.1.18.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%					
B.1.18.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			98.27%	347	YES
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%			93.33%	60	NO

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

B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%			100.00%	1	YES
B.1.19.2	O-11	Local Interoffice Transport/KY (%)	>= 95%					
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			97.76%	357	YES
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			95.77%	71	YES
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCLY)KY (%)	>= 95%			66.67%	3	NO
B.1.19.6	O-11	ISDN Loop (UDN, UDCY)KY (%)	>= 95%					
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	2	YES
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	4	YES
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	49	YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%					
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%					
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%					
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%					
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			92.77%	83	NO
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			98.86%	176	YES
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	9	YES
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			99.00%	100	YES

Unbundled Network Elements - Provisioning

Order Completion Interval								
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.04	5,636		9.448	

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B.2.1.1.1.2	P-4 Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	111,986			1.708			
B.2.1.1.2.1	P-4 Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	13.48	27			39.207			
B.2.1.1.2.2	P-4 Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.2.1.1	P-4 Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3	12.84	186			6.606			
B.2.1.2.1.2	P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3	26.00	2			22.627			
B.2.1.2.2.1	P-4 Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.2	P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.3.1.1	P-4 Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	R&B	6.00	5,725	5.07	494	9.386	0.44015	2.1292	YES
B.2.1.3.1.2	P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	112,195	0.52	12,723	1.710	0.01600	24.1737	YES
B.2.1.3.1.3	P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B	0.62	83,557	0.34	10,997	0.683	0.00693	40.4990	YES
B.2.1.3.1.4	P-4 Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B	1.75	28,638	1.68	1,726	3.024	0.07496	0.8911	YES
B.2.1.3.2.1	P-4 Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	11.86	36	12.50	2	33.959	24.67059	-0.0259	YES
B.2.1.3.2.2	P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	3.78	17	7.00	2	3.921	2.93112	-1.0971	YES
B.2.1.3.2.3	P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B	1.62	7			2.004			
B.2.1.3.2.4	P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B	5.30	10	7.00	2	4.296	3.32766	-0.5109	YES
B.2.1.4.1.1	P-4 Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	6.40	6,100	11.64	25	9.526	1.90905	-2.7464	NO
B.2.1.4.1.4	P-4 Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	6.40	6,100			9.526			
B.2.1.4.2.1	P-4 Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	14.06	53			28.621			
B.2.1.4.2.4	P-4 Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	14.06	53			28.621			
B.2.1.6.3.1	P-4 UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	10.85	20	11.20	5	6.150	3.07483	-0.1138	YES
B.2.1.6.3.2	P-4 UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	5.11	15			15.250			
B.2.1.6.4.1	P-4 UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.4.2	P-4 UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.1	P-4 UNE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.2	P-4 UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.7.3.1	P-4 Line Sharing/<6 circuits/Dispatch/KY (days)	ADSL to Retail	3.96	1,283	3.00	4	7.687	3.84951	0.2485	YES
B.2.1.7.3.2	P-4 Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	3.06	2,181	2.36	102	4.451	0.45090	1.5496	YES
B.2.1.7.4.1	P-4 Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail	2.50	4			1.000			
B.2.1.7.4.2	P-4 Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.1	P-4 Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail	2.00	1			0.000			
B.2.1.7.5.2	P-4 Line Sharing/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.8.1.1	P-4 2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.8.1.2	P-4 2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.8.2.1	P-4 2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.8.2.2	P-4 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.9.1.1	P-4 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.04	5,636	3.33	6	9.448	3.85919	0.7003	YES
B.2.1.9.1.4	P-4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.74	28,509			3.026			
B.2.1.9.2.1	P-4 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	13.48	27			39.207			
B.2.1.9.2.4	P-4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.10.1.2	P-4 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.10.2.1	P-4 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.10.2.2	P-4 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.11.1.1	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.04	5,636			9.448			
B.2.1.11.1.4	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.74	28,509			3.026			
B.2.1.11.2.1	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	13.48	27			39.207			
B.2.1.11.2.4	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.12.1.2	P-4 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.00	5,725			9.386			
B.2.1.12.2.1	P-4 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.12.2.2	P-4 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	11.86	36			33.959			
B.2.1.13.1.1	P-4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.04	5,636			9.448			
B.2.1.13.1.4	P-4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.74	28,509			3.026			
B.2.1.13.2.1	P-4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	13.48	27			39.207			
B.2.1.13.2.4	P-4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4 Other Design/<10 circuits/Dispatch/KY (days)	Design	12.40	375			9.639			
B.2.1.14.1.2	P-4 Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	4.81	180			9.045			
B.2.1.14.2.1	P-4 Other Design/>=10 circuits/Dispatch/KY (days)	Design	18.71	17			10.288			
B.2.1.14.2.2	P-4 Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design	25.00	1			0.000			

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.15.1.1	P-4 Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	6.00	5,725			9.386		
B.2.1.15.1.2	P-4 Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	112,195			1.710		
B.2.1.15.2.1	P-4 Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	11.86	36			33.959		
B.2.1.15.2.2	P-4 Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	3.78	17			3.921		
B.2.1.16.1.1	P-4 INP (Standalone)<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.04	5,636			9.448		
B.2.1.16.1.2	P-4 INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	111,986			1.708		
B.2.1.16.2.1	P-4 INP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	13.48	27			39.207		
B.2.1.16.2.2	P-4 INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1			0.000		
B.2.1.17.1.1	P-4 LNP (Standalone)<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.04	5,636			9.448		
B.2.1.17.1.2	P-4 LNP (Standalone)<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	111,986	0.62	1,532	1.708	0.04394	6.5124
B.2.1.17.2.1	P-4 LNP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	13.48	27			39.207		
B.2.1.17.2.2	P-4 LNP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1			0.000		
B.2.1.18.1.1	P-4 Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	4.16	1,378	6.88	17	7.602	1.85508	-1.4672
B.2.1.18.1.2	P-4 Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	3.08	2,229	5.00	2	4.614	3.26411	-0.5869
B.2.1.18.2.1	P-4 Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1	9.00	9			10.524		
B.2.1.18.2.2	P-4 Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1							
B.2.1.19.1.1	P-4 Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	16.84	67	6.06	47	8.738	1.66255	6.4792
B.2.1.19.1.2	P-4 Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	2.96	160	5.00	2	5.213	3.70909	-0.5504
B.2.1.19.2.1	P-4 Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1							
B.2.1.19.2.2	P-4 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	3.79	8			3.568		
Order Completion Interval within X days									
B.2.2.1	P-4 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)	14 days							
B.2.2.2	P-4 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)	7 days			5.08	12			YES
Held Orders									
B.2.3.1.1.1	P-1 Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	17.19	80			22.690		
B.2.3.1.1.2	P-1 Switch Ports/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0					
B.2.3.1.1.3	P-1 Switch Ports/<10 circuits/Other/KY (days)	R&B (POTS)	3.59	27			8.679		
B.2.3.1.2.1	P-1 Switch Ports/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0					
B.2.3.1.2.2	P-1 Switch Ports/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0					
B.2.3.1.2.3	P-1 Switch Ports/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0					
B.2.3.2.1.1	P-1 Local Interoffice Transport/<10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice	0.00	0					
B.2.3.2.1.2	P-1 Local Interoffice Transport/<10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice	0.00	0					
B.2.3.2.1.3	P-1 Local Interoffice Transport/<10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice	0.00	0					
B.2.3.2.2.1	P-1 Local Interoffice Transport/>=10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice							
B.2.3.2.2.2	P-1 Local Interoffice Transport/>=10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice							
B.2.3.2.2.3	P-1 Local Interoffice Transport/>=10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice							
B.2.3.3.1.1	P-1 Loop + Port Combinations/<10 circuits/Facility/KY (days)	R&B	17.01	81	22.50	2	22.603	16.17872	-0.3392
B.2.3.3.1.2	P-1 Loop + Port Combinations/<10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0			YES
B.2.3.3.1.3	P-1 Loop + Port Combinations/<10 circuits/Other/KY (days)	R&B	3.59	27	1.00	1	8.679	8.83841	0.2933
B.2.3.3.2.1	P-1 Loop + Port Combinations/>=10 circuits/Facility/KY (days)	R&B	0.00	0	0.00	0			YES
B.2.3.3.2.2	P-1 Loop + Port Combinations/>=10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0			YES
B.2.3.3.2.3	P-1 Loop + Port Combinations/>=10 circuits/Other/KY (days)	R&B	0.00	0	0.00	0			YES
B.2.3.4.1.1	P-1 Combo Other/<10 circuits/Facility/KY (days)	R&B&D - Disp	17.24	82	0.00	0	22.561		YES
B.2.3.4.1.2	P-1 Combo Other/<10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0	0.00	0			YES
B.2.3.4.1.3	P-1 Combo Other/<10 circuits/Other/KY (days)	R&B&D - Disp	3.59	27	0.00	0	8.679		YES
B.2.3.4.2.1	P-1 Combo Other/>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00	0					YES
B.2.3.4.2.2	P-1 Combo Other/>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0					YES
B.2.3.4.2.3	P-1 Combo Other/>=10 circuits/Other/KY (days)	R&B&D - Disp	0.00	0					YES
B.2.3.5.1.1	P-1 xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/KY (days)	ADSL to Retail	24.00	5	0.00	0	40.417		YES
B.2.3.5.1.2	P-1 xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/KY (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/KY (days)	ADSL to Retail	1.00	1	0.00	0	0.000		YES
B.2.3.5.2.1	P-1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/KY (days)	ADSL to Retail	0.00	0					
B.2.3.5.2.2	P-1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/KY (days)	ADSL to Retail	0.00	0					
B.2.3.5.2.3	P-1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/KY (days)	ADSL to Retail	0.00	0					
B.2.3.6.1.1	P-1 UNE ISDN/<10 circuits/Facility/KY (days)	ISDN - BRI	0.00	0	0.00	0			YES
B.2.3.6.1.2	P-1 UNE ISDN/<10 circuits/Equipment/KY (days)	ISDN - BRI	0.00	0	0.00	0			YES
B.2.3.6.1.3	P-1 UNE ISDN/<10 circuits/Other/KY (days)	ISDN - BRI	0.00	0	0.00	0			YES
B.2.3.6.2.1	P-1 UNE ISDN/>=10 circuits/Facility/KY (days)	ISDN - BRI							YES

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B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/KY (days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
ISDN - BRI							
ISDN - BRI							
ADSL to Retail	24.00	5	0.00	0	40.417		YES
ADSL to Retail	0.00	0	0.00	0			YES
ADSL to Retail	1.00	1	0.00	0	0.000		YES
ADSL to Retail	0.00	0					
ADSL to Retail	0.00	0					
ADSL to Retail	0.00	0					
R&B - Disp	17.01	81			22.603		
R&B - Disp	0.00	0					
R&B - Disp	3.59	27			8.679		
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	17.19	80	0.00	0	22.690		YES
R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
R&B (POTS) excl SB Or	3.59	27	0.00	0	8.679		YES
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
R&B - Disp	17.01	81			22.603		
R&B - Disp	0.00	0					
R&B - Disp	3.59	27			8.679		
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	17.19	80			22.690		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	3.59	27			8.679		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
R&B - Disp	17.01	81			22.603		
R&B - Disp	0.00	0					
R&B - Disp	3.59	27			8.679		
R&B - Disp	0.00	0					
R&B - Disp	0.00	0					
R&B (POTS) excl SB Or	17.19	80			22.690		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	3.59	27			8.679		
R&B (POTS) excl SB Or	0.00	0					
R&B (POTS) excl SB Or	0.00	0					
Design	36.00	1			0.000		
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
Design	0.00	0					
R&B	17.01	81			22.603		
R&B	0.00	0					
R&B	3.59	27			8.679		
R&B	0.00	0					
R&B	0.00	0					
R&B	0.00	0					
R&B (POTS)	17.19	80			22.690		
R&B (POTS)	0.00	0					
R&B (POTS)	3.59	27			8.679		

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.10.14	P-2	Other Design/KY (%)								
B.2.10.15	P-2	Other Non-Design/KY (%)								
B.2.10.16	P-2	INP (Standalone)/KY (%)								
B.2.10.17	P-2	LNP (Standalone)/KY (%)								
B.2.10.18	P-2	Digital Loop < DS1/KY (%)			100.00%	1				YES
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)			100.00%	57				YES
% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/KY (%)								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/KY (%)								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/KY (%)			100.00%	4				Diagnostic
B.2.11.4	P-2	Combo Other/KY (%)			100.00%	15				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)								Diagnostic
B.2.11.6	P-2	UNE ISDN/KY (%)								Diagnostic
B.2.11.7	P-2	Line Sharing/KY (%)								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/KY (%)								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY (%)								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY (%)								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)								Diagnostic
B.2.11.14	P-2	Other Design/KY (%)								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY (%)								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY (%)								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY (%)								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY (%)								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY (%)			100.00%	9				Diagnostic
Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/KY (%)								
B.2.12.2	P-7	Loops with LNP/KY (%)								
% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/KY (%)								
B.2.13.2	P-7A	Time-Specific SL2/KY (%)								
B.2.13.3	P-7A	Non-Time Specific SL1/KY (%)								
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)								
Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/KY (%)								
B.2.14.2	P-7A	Time-Specific SL2/KY (%)								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)								
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/KY (%)								
B.2.15.2	P-7A	Time-Specific SL2/KY (%)								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)								
Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/KY (minutes)								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (minutes)								Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)			0.00%	1				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)								
% Missed Installation Appointments										
B.2.18.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.36%	6.909					

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/KY (%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/KY (%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0.02%	117,463						
R&B (POTS)	14.71%	34						
R&B (POTS)	0.00%	1						
DS1/DS3	1.87%	214						
DS1/DS3	25.00%	4						
DS1/DS3								
R&B	11.26%	7,007	4.47%	671		0.01277	5.3149	YES
R&B	0.02%	117,682	0.01%	27,419		0.00009	0.1827	YES
R&B	0.00%	83,605	0.01%	11,965				NO
R&B	0.06%	34,077	0.02%	15,454		0.00023	1.5875	YES
R&B	13.95%	43	50.00%	2		0.25065	-1.4381	YES
R&B	0.00%	17	0.00%	3				YES
R&B	0.00%	7						
R&B	0.00%	10	0.00%	3				YES
R&B&D - Disp	10.58%	7,615	0.00%	27		0.05931	1.7846	YES
R&B&D - Disp	10.58%	7,615						
R&B&D - Disp	6.82%	88						
R&B&D - Disp	6.82%	88						
ADSL to Retail	4.76%	1,323	8.33%	12		0.06175	-0.5783	YES
ADSL to Retail	0.59%	2,217	0.00%	2		0.05401	0.1086	YES
ADSL to Retail	0.00%	5						
ISDN - BRI	6.45%	31	0.00%	8		0.09742	0.6622	YES
ISDN - BRI	5.56%	18						
ISDN - BRI								
ADSL to Retail	4.76%	1,323	20.00%	5		0.09542	-1.5970	YES
ADSL to Retail	0.59%	2,217	0.00%	134		0.00679	0.8633	YES
ADSL to Retail	0.00%	5						
ADSL to Retail								
R&B - Disp	11.26%	7,007						
R&B - Disp	11.26%	7,007						
R&B - Disp	13.95%	43						
R&B - Disp	13.95%	43						
R&B (POTS) excl SB Or	11.36%	6,909	0.00%	7		0.12001	0.9468	YES
R&B (POTS) excl SB Or	0.06%	33,939	0.00%	1		0.02365	0.0237	YES
R&B (POTS) excl SB Or	14.71%	34						
R&B (POTS) excl SB Or								
R&B - Disp	11.26%	7,007						
R&B - Disp	11.26%	7,007						
R&B - Disp	13.95%	43						
R&B - Disp	13.95%	43						
R&B (POTS) excl SB Or	11.36%	6,909						
R&B (POTS) excl SB Or	0.06%	33,939						
R&B (POTS) excl SB Or	14.71%	34						
R&B (POTS) excl SB Or								
R&B - Disp	11.26%	7,007						
R&B - Disp	11.26%	7,007						
R&B - Disp	13.95%	43						
R&B - Disp	13.95%	43						
R&B (POTS) excl SB Or	11.36%	6,909						
R&B (POTS) excl SB Or	0.06%	33,939						
R&B (POTS) excl SB Or	14.71%	34						
R&B (POTS) excl SB Or								
Design	2.80%	608						
Design	1.89%	212						
Design	0.00%	45						
Design	0.00%	3						

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	11.26%	7,007					
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.02%	117,682					
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	13.95%	43					
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	17					
B.2.18.16.1.1	P-3	INP (Standalone)<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.36%	6,909					
B.2.18.16.1.2	P-3	INP (Standalone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.02%	117,463					
B.2.18.16.2.1	P-3	INP (Standalone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)	14.71%	34					
B.2.18.16.2.2	P-3	INP (Standalone)>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1					
B.2.18.17.1.1	P-12	LNP (Standalone)<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.36%	6,909					
B.2.18.17.1.2	P-12	LNP (Standalone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.02%	117,463	0.00%	1,536	0.00033	0.4953	YES
B.2.18.17.2.1	P-12	LNP (Standalone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)	14.71%	34					
B.2.18.17.2.2	P-12	LNP (Standalone)>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	1			YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	4.53%	1,436	5.00%	20	0.04681	-0.1012	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.62%	2,261	0.00%	2	0.05549	0.1116	YES
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1	0.00%	17					
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.00%	1					
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	1.02%	98	3.41%	88	0.01476	-1.6184	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.58%	172	0.00%	2	0.05407	0.1075	YES
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1							
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	8					
% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.17%	6,547					
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	4.18%	114,939					
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	12.90%	31					
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	25.00%	4					
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	6.91%	188					
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3	0.00%	4					
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	11.07%	6,650	13.08%	558	0.01383	-1.4571	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	4.18%	115,181	3.61%	21,567	0.00148	3.8167	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	3.13%	80,651	3.03%	11,765	0.00172	0.6172	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	6.62%	34,530	4.32%	9,802	0.00285	8.1084	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	9.09%	44	12.50%	8	0.11049	-0.3085	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	10.00%	10	0.00%	3	0.19748	0.5064	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	4					
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	16.67%	6	0.00%	3	0.26352	0.6325	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	10.68%	7,081	22.22%	27	0.05954	-1.9390	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	10.68%	7,081					
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	5.88%	68					
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	5.88%	68					
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (%)	ADSL to Retail	3.43%	1,196	0.00%	2	0.12877	0.2662	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	5.90%	1,763					
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (%)	ADSL to Retail	16.67%	6					
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail							
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	11.11%	27	0.00%	8	0.12651	0.8783	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	24					
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI							
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI							
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	3.43%	1,196	25.00%	4	0.09113	-2.3672	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	5.90%	1,763	2.94%	102	0.02399	1.2328	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	16.67%	6					
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail							
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.07%	6,650	0.00%	2	0.22187	0.4988	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.07%	6,650					
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	9.09%	44					
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	9.09%	44					
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.17%	6,547	0.00%	6	0.12863	0.8680	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	6.65%	34,363	0.00%	3	0.14388	0.4624	YES

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B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.16.1.1	P-9	INP (Standalone)<10 circuits/Dispatch/KY (%)
B.2.19.16.1.2	P-9	INP (Standalone)<10 circuits/Non-Dispatch/KY (%)
B.2.19.16.2.1	P-9	INP (Standalone)>=10 circuits/Dispatch/KY (%)
B.2.19.16.2.2	P-9	INP (Standalone)>=10 circuits/Non-Dispatch/KY (%)
B.2.19.17.1.1	P-9	LNP (Standalone)<10 circuits/Dispatch/KY (%)
B.2.19.17.1.2	P-9	LNP (Standalone)<10 circuits/Non-Dispatch/KY (%)
B.2.19.17.2.1	P-9	LNP (Standalone)>=10 circuits/Dispatch/KY (%)
B.2.19.17.2.2	P-9	LNP (Standalone)>=10 circuits/Non-Dispatch/KY (%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB Or	12.90%	31	0.00%	3		0.20270	0.6366	YES
R&B (POTS) excl SB Or	33.33%	3						
R&B - Disp	11.07%	6,650						
R&B - Disp	11.07%	6,650						
R&B - Disp	9.09%	44						
R&B - Disp	9.09%	44						
R&B (POTS) excl SB Or	11.17%	6,547						
R&B (POTS) excl SB Or	6.65%	34,363						
R&B (POTS) excl SB Or	12.90%	31						
R&B (POTS) excl SB Or	33.33%	3						
R&B - Disp	11.07%	6,650						
R&B - Disp	11.07%	6,650						
R&B - Disp	9.09%	44						
R&B - Disp	9.09%	44						
R&B (POTS) excl SB Or	11.17%	6,547	0.00%	1		0.31496	0.3545	YES
R&B (POTS) excl SB Or	6.65%	34,363						
R&B (POTS) excl SB Or	12.90%	31						
R&B (POTS) excl SB Or	33.33%	3						
Design	4.64%	431						
Design	3.16%	95						
Design	0.00%	24						
Design	0.00%	9						
R&B	11.07%	6,650						
R&B	4.18%	115,181						
R&B	9.09%	44						
R&B	10.00%	10						
R&B (POTS)	11.17%	6,547						
R&B (POTS)	4.18%	114,939						
R&B (POTS)	12.90%	31						
R&B (POTS)	25.00%	4						
R&B (POTS)	11.17%	6,547						
R&B (POTS)	4.18%	114,939	0.00%	1,300		0.00558	7.4913	YES
R&B (POTS)	12.90%	31						
R&B (POTS)	25.00%	4	0.00%	3		0.33072	0.7559	YES
Digital Loop < DS1	3.47%	1,269	0.00%	10		0.05808	0.5970	YES
Digital Loop < DS1	5.80%	1,792						
Digital Loop < DS1	8.33%	12						
Digital Loop < DS1	0.00%	2						
Digital Loop >= DS1	2.97%	101	7.69%	26		0.03733	-1.2648	YES
Digital Loop >= DS1	3.09%	97						
Digital Loop >= DS1								
Digital Loop >= DS1	0.00%	2						
R&B (POTS)	3.81	6,909			19.426			
R&B (POTS)	0.74	117,343			7.822			
R&B (POTS)	5.43	34			16.818			
R&B (POTS)	0.18	1			0.000			
DS1/ DS3 - Interoffice	1.65	214			4.883			
DS1/ DS3 - Interoffice	167.10	4			316.313			
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
R&B	3.78	7,007	3.12	620	19.317	0.80937	0.8190	YES
R&B	0.74	117,562	0.63	26,722	7.839	0.05313	2.1181	YES
R&B	0.67	83,487	0.65	11,312	6.315	0.06327	0.3730	YES
R&B	0.92	34,075	0.62	15,410	10.690	0.10378	2.9096	YES
R&B	4.66	43	0.02	2	15.110	10.92975	0.4247	YES
R&B	12.67	17	0.02	1	31.516	32.43013	0.3903	YES
R&B	2.07	7			4.931			
R&B	20.10	10	0.02	1	40.013	41.96552	0.4784	YES

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B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/KY (hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.16.1.1	P-5	INP (StandaloneY)<10 circuits/Dispatch/KY (hours)
B.2.21.16.1.2	P-5	INP (StandaloneY)<10 circuits/Non-Dispatch/KY (hours)
B.2.21.16.2.1	P-5	INP (StandaloneY)>=10 circuits/Dispatch/KY (hours)
B.2.21.16.2.2	P-5	INP (StandaloneY)>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.17.1.1	P-5	LNP (StandaloneY)<10 circuits/Dispatch/KY (hours)
B.2.21.17.1.2	P-5	LNP (StandaloneY)<10 circuits/Non-Dispatch/KY (hours)
B.2.21.17.2.1	P-5	LNP (StandaloneY)>=10 circuits/Dispatch/KY (hours)
B.2.21.17.2.2	P-5	LNP (StandaloneY)>=10 circuits/Non-Dispatch/KY (hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B&D - Disp	3.89	7,615			18,947			
R&B&D - Disp	3.89	7,615			18,947			
R&B&D - Disp	89.83	88			344.375			
R&B&D - Disp	89.83	88			344.375			
ADSL to Retail	4.10	1,323			19,859			
ADSL to Retail	0.81	2,217			10,193			
ADSL to Retail	19.91	5			44,483			
ISDN - BRI	6.95	31	1.30	7	14,313	5.98958	0.9428	YES
ISDN - BRI	5.82	18			21,351			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	4.10	1,323	0.47	1	19,859	19.86666	0.1831	YES
ADSL to Retail	0.81	2,217			10,193			
ADSL to Retail	19.91	5			44,483			
ADSL to Retail								
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	4.66	43			15,110			
R&B - Disp	4.66	43			15,110			
R&B (POTS) excl SB Or	3.81	6,909	0.07	7	19,426	7.34621	0.5095	YES
R&B (POTS) excl SB Or	0.91	33,937	0.10	1	10,666	10.66603	0.0762	YES
R&B (POTS) excl SB Or	5.43	34			16,818			
R&B (POTS) excl SB Or								
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	4.66	43			15,110			
R&B - Disp	4.66	43			15,110			
R&B (POTS) excl SB Or	3.81	6,909			19,426			
R&B (POTS) excl SB Or	0.91	33,937			10,666			
R&B (POTS) excl SB Or	5.43	34			16,818			
R&B (POTS) excl SB Or								
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	3.78	7,007			19,317			
R&B - Disp	4.66	43			15,110			
R&B - Disp	4.66	43			15,110			
R&B (POTS) excl SB Or	3.81	6,909			19,426			
R&B (POTS) excl SB Or	0.91	33,937			10,666			
R&B (POTS) excl SB Or	5.43	34			16,818			
R&B (POTS) excl SB Or								
Design	5.19	608			13,937			
Design	13.10	212			53,223			
Design	171.22	45			469,479			
Design	16.89	3			29,233			
R&B	3.78	7,007			19,317			
R&B	0.74	117,562			7,839			
R&B	4.66	43			15,110			
R&B	12.67	17			31,516			
R&B (POTS)	3.81	6,909			19,426			
R&B (POTS)	0.74	117,343			7,822			
R&B (POTS)	5.43	34			16,818			
R&B (POTS)	0.18	1			0,000			
R&B (POTS)	3.81	6,909			19,426			
R&B (POTS)	0.74	117,343	0.67	1,480	7,822	0.20460	0.3460	YES
R&B (POTS)	5.43	34			16,818			
R&B (POTS)	0.18	1			0,000			
Digital Loop < DS1	4.24	1,436	1.30	7	19,335	7.32573	0.4009	YES
Digital Loop < DS1	0.85	2,261			10,272			
Digital Loop < DS1	16.54	17			29,159			

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Benchmark/
Analog BST BST CLEC CLEC Standard Standard
Measure Volume Measure Volume Deviation Error Zscore Equity

% Cooperative Test Attempts for xDSL

B.2.33.1	P-8	xDSL (ADSL, HDSL and UCLY)KY (%)	>= 95% of requests		100.00%	8			YES
B.2.33.2	P-8	xDSL Other/KY (%)	>= 95% of requests						

Service Order Accuracy

B.2.34.1.1.1	P-11	Design (Specials)<10 circuits/Dispatch/KY (%)	>= 95%		100.00%	95			YES
B.2.34.1.1.2	P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)	>= 95%		98.57%	70			YES
B.2.34.1.2.1	P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)	>= 95%		84.62%	26			NO
B.2.34.1.2.2	P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)	>= 95%		100.00%	31			YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%		100.00%	250			YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%		98.86%	350			YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%		94.62%	93			NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 95%		96.20%	79			YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY (%)	R&B (POTS)	11.94%	17,828					
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	1.74%	6,607					
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.00%	124	0.00%	0			YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	130	0.00%	0			YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)	R&B	12.00%	17,989	7.01%	2,411	0.00705	7.0766	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	1.73%	6,691	1.39%	433	0.00647	0.5377	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)	R&B&D - Disp	11.81%	18,322	0.00%	13	0.08954	1.3190	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	11.81%	18,322	0.00%	9	0.10761	1.0976	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCLY)Dispatch/KY (%)	ADSL to Retail	32.28%	254	0.00%	6	0.19312	1.6717	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCLY)Non-Dispatch/KY (%)	ADSL to Retail	4.44%	315	0.00%	0			YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	9	0.00%	5			YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	13	0.00%	2			YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	32.28%	254	20.00%	5	0.21115	0.5817	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	4.44%	315	33.33%	3	0.11955	-2.4166	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	12.00%	17,989	0.00%	1	0.32493	0.3692	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	12.00%	17,989	0.00%	2	0.22976	0.5221	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	11.90%	17,792	0.00%	1	0.32378	0.3675	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	1.62%	6,005	0.00%	0			YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)	Design	1.80%	333	0.00%	13	0.03761	0.4791	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)	Design	2.33%	472	0.00%	9	0.05077	0.4591	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)	R&B	12.00%	17,989	0.00%	0			YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)	R&B	1.73%	6,691	0.00%	0			YES
B.3.1.12.1	M&R-1	LNP (Standalone)Dispatch/KY (%)	R&B (POTS)	11.94%	17,828					
B.3.1.12.2	M&R-1	LNP (Standalone)Non-Dispatch/KY (%)	R&B (POTS)	1.74%	6,607					

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)	R&B (POTS)	1.97%	906,370					
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	0.73%	906,370					
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.22%	10,142	0.00%	53	0.01523	0.8029	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	1.28%	10,142	0.00%	53	0.01559	0.8221	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)	R&B	1.84%	977,074	1.91%	126,351	0.00041	-1.6533	NO
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	0.68%	977,074	0.34%	126,351	0.00025	13.8279	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)	R&B&D - Disp	1.65%	1,109,120	2.08%	626	0.00514	-0.8266	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	1.65%	1,109,120	1.44%	626	0.00514	0.4169	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCLY)Dispatch/KY (%)	ADSL to Retail	0.39%	64,480	1.46%	410	0.00311	-3.4395	NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCLY)Non-Dispatch/KY (%)	ADSL to Retail	0.49%	64,480	0.00%	410	0.00346	1.4108	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.33%	2,716	1.27%	395	0.00310	-3.0145	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.48%	2,716	0.51%	395	0.00373	-0.0743	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)	ADSL to Retail	0.39%	64,480	0.57%	877	0.00213	-0.8258	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	0.49%	64,480	0.34%	877	0.00238	0.6163	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	1.84%	977,074	0.10%	1,020	0.00425	4.1006	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	1.84%	977,074	0.20%	1,020	0.00425	3.8700	YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)								
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)								
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)								
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY (%)								
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)								
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY (%)								
B.3.2.12.1	M&R-2	LNP (Standalone)Dispatch/KY (%)								
B.3.2.12.2	M&R-2	LNP (Standalone)Non-Dispatch/KY (%)								
Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)								
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)								
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)								
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)								
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)								
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)								
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)								
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)								
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCLY)Dispatch/KY (hours)								
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCLY)Non-Dispatch/KY (hours)								
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)								
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)								
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY (hours)								
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY (hours)								
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)								
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)								
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)								
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)								
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)								
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)								
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)								
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)								
B.3.3.12.1	M&R-3	LNP (Standalone)Dispatch/KY (hours)								
B.3.3.12.2	M&R-3	LNP (Standalone)Non-Dispatch/KY (hours)								
% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)								
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)								
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)								
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)								
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)								
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)								
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)								
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)								
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCLY)Dispatch/KY (%)								
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCLY)Non-Dispatch/KY (%)								
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)								
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)								
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)								
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)								
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)								
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)								
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)								
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)								
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)								
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)								
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)								
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)								
B.3.4.12.1	M&R-4	LNP (Standalone)Dispatch/KY (%)								
B.3.4.12.2	M&R-4	LNP (Standalone)Non-Dispatch/KY (%)								

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)	R&B (POTS)	13.34%	10,755					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	5.88%	1,888					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.00%	124	0.00%	0			YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	130	0.00%	0			YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	13.26%	10,855	10.24%	1,592	0.00910	3.3160	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	5.78%	1,919	3.35%	239	0.01601	1.5219	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	12.92%	11,188	0.00%	13	0.09307	1.3877	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	12.92%	11,188	0.00%	9	0.11184	1.1549	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCLY)Dispatch/KY (%)	ADSL to Retail	32.28%	254	0.00%	6	0.19312	1.6717	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCLY)Non-Dispatch/KY (%)	ADSL to Retail	4.44%	315	0.00%	0			YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	9	0.00%	5			YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	13	0.00%	2			YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail	32.28%	254	0.00%	0			YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	4.44%	315	0.00%	0			YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	13.26%	10,855	0.00%	1	0.33912	0.3909	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	13.26%	10,855	0.00%	2	0.23981	0.5528	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	13.34%	10,754	0.00%	0			YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	5.89%	1,886	0.00%	0			YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	1.80%	333	0.00%	13	0.03761	0.4791	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	2.33%	472	0.00%	9	0.05077	0.4591	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	13.26%	10,855	0.00%	0			YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	5.78%	1,919	0.00%	0			YES
B.3.5.12.1	M&R-5	LNP (Standalone)Dispatch/KY (%)	R&B (POTS)	13.34%	10,755					
B.3.5.12.2	M&R-5	LNP (Standalone)Non-Dispatch/KY (%)	R&B (POTS)	5.88%	1,888					

Unbundled Network Elements - Billing										
Invoice Accuracy										
B.4.1	B-1	KY (%)	BST - State	99.34%	\$96,111,554	99.88%	\$4,047,103	0.00004	-130.6741	YES
Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.79	1	3.45	2,189			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/KY (%)	Diagnostic		33.33%	27				Diagnostic	
Reject Interval											
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days		88.89%	9				YES	
FOC Timeliness											
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days		100.00%	15				YES	
FOC & Reject Response Completeness											
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%		100.00%	10				YES	
FOC & Reject Response Completeness (Multiple Responses)											
C.1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
Local Interconnection Trunks - Provisioning											
Order Completion Interval											
C.2.1	P-4	Local Interconnection Trunks/KY (days)	Parity w Retail	22.73	48	9.75	8	5.757	2.19832	5.9041	YES
Held Orders											
C.2.2	P-1	Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0	0.00	0				YES
% Jeopardies											
C.2.3	P-2	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	69	0.00%	9				YES
Average Jeopardy Notice Interval											
C.2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
% Missed Installation Appointments											
C.2.5	P-3	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	86	0.00%	10				YES
% Provisioning Troubles within 30 Days											
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	22	0.00%	16				YES
Average Completion Notice Interval											
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	35.55	86	0.02	10	83.061	27.75120	1.2803	YES
Total Service Order Cycle Time											
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			13.90	8				Diagnostic
% Completions w/o Notice or < 24 hours											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	10				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
Service Order Accuracy											
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	47				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	1				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	108				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	57				YES
Local Interconnection Trunks - Maintenance and Repair											
Missed Repair Appointments											
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	10	0.00%	1				YES
Customer Trouble Report Rate											
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	106,524	0.00%	25,783		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.01%	106,524	0.00%	25,783		0.00007	0.8192	YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail	0.00	0	0.00	0			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	0.07	10	3.30	1	0.000	0.00000	NO
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0			YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	10	0.00%	1			YES
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0			YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	10	0.00%	1			YES
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	KY (%)	BST - State	99.34%	\$96,111,554	99.64%	\$554,808	0.00011	-27.0434	YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.78	1	4.57	14,961			YES
Local Interconnection Trunks - Trunk Blocking										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>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

Item	Measure	Target	Actual	Equity
D.1.1.1	OSS-2 EDI/Region (%)	>= 99.5%	100.00%	YES
D.1.1.2	OSS-2 LENS/Region (%)	>= 99.5%	99.98%	YES
D.1.1.3	OSS-2 LEO/Region (%)	>= 99.5%	100.00%	YES
D.1.1.4	OSS-2 LESOG/Region (%)	>= 99.5%	100.00%	YES
D.1.1.5	OSS-2 TAG/Region (%)	>= 99.5%	99.96%	YES
D.1.1.6	OSS-2 PSIMS/Region (%)	>= 99.5%	100.00%	YES
D.1.1.7	OSS-2 LNP Gateway/Region (%)	>= 99.5%	100.00%	YES
D.1.1.8	OSS-2 SGG/COG/Region (%)	>= 99.5%	100.00%	YES
D.1.1.9	OSS-2 DOM/Region (%)	>= 99.5%	100.00%	YES
D.1.1.10	OSS-2 SOG/Region (%)	>= 99.5%	100.00%	YES

% Interface Availability - BST & CLEC

Item	Measure	Target	Actual	Equity
D.1.2.1	OSS-2 ATLAS/COFFI/Region (%)	>= 99.5%	100.00%	YES
D.1.2.2	OSS-2 COFFI/Region (%)	>= 99.5%		
D.1.2.3	OSS-2 BOCRIS/CRIS/Region (%)	>= 99.5%	100.00%	YES
D.1.2.4	OSS-2 DSAP/Region (%)	>= 99.5%	100.00%	YES
D.1.2.5	OSS-2 RSAG/Region (%)	>= 99.5%	100.00%	YES
D.1.2.6	OSS-2 SOCS/Region (%)	>= 99.5%	99.89%	YES
D.1.2.7	OSS-2 SONGS/Region (%)	>= 99.5%	100.00%	YES
D.1.2.8	OSS-2 DOE/Region (%)	>= 99.5%	100.00%	YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

Item	Measure	Target	Actual	Equity			
D.1.3.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,387,370	2.19	575,333	YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.85	11,721	2.19	575,333	YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.55	5,215,812	0.93	375,705	YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	6.37	945,570	0.93	375,705	YES
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.64	884,015	1.62	135,233	YES
D.1.3.3.2	OSS-1 ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.44	340,043	1.62	135,233	YES
D.1.3.4.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.53	1,661,838	10.99	400,618	NO
D.1.3.4.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	370,442	10.99	400,618	NO
D.1.3.5.1	OSS-1 CRSECSRL/Region (seconds)	RNS - CRCSACCTS + 2 sec	2.81	6,235,369	2.54	1,178,163	YES
D.1.3.5.2	OSS-1 CRSECSRL/Region (seconds)	ROS - CRCSACCTS + 2 sec	2.58	1,347,565	2.54	1,178,163	YES
D.1.3.6.1	OSS-1 COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	2.53	11,044,545	2.63	27,592	NO
D.1.3.6.2	OSS-1 COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.32	601,333	2.63	27,592	YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	2.53	11,044,545	0.56	77,184	YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.32	601,333	0.56	77,184	YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

Item	Measure	Target	Actual	Equity			
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,387,370	2.09	438,572	YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.85	11,721	2.09	438,572	YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.55	5,215,812	2.58	143,722	NO
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	6.37	945,570	2.58	143,722	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			1.26	352	Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DiD/Region (seconds)	Diagnostic			1.26	352	Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.64	884,015	3.22	29,138	NO
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.44	340,043	3.22	29,138	NO
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.53	1,661,838	5.12	12,522	NO
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	370,442	5.12	12,522	NO
D.1.4.7.1	OSS-1 TAG/Region (seconds)	RNS - CRCSACCTS + 2 sec	2.81	6,235,369	5.16	902,148	NO
D.1.4.7.2	OSS-1 TAG/Region (seconds)	ROS - CRCSACCTS + 2 sec	2.58	1,347,565	5.16	902,148	NO

Average Response Interval - CLEC (ED)

Item	Measure	Target	Actual	Equity			
D.1.5.1	OSS-1 RSAG, by TN/Region (seconds)	Diagnostic					Diagnostic
D.1.5.2	OSS-1 RSAG, by ADDR/Region (seconds)	Diagnostic					Diagnostic

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
D.1.5.3	OSS-1	ATLAS - MLH/Region (seconds)								Diagnostic	
D.1.5.4	OSS-1	ATLAS - DID/Region (seconds)								Diagnostic	
D.1.5.5	OSS-1	ATLAS - TN/Region (seconds)								Diagnostic	
D.1.5.6	OSS-1	DSAP/Region (seconds)								Diagnostic	
D.1.5.7	OSS-1	CSR/Region (seconds)								Diagnostic	
Operations Support Systems - Maintenance and Repair											
% Interface Availability - BST											
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%						YES	
% Interface Availability - CLEC											
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%		100.00%					YES	
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%		100.00%					YES	
% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%		99.89%					YES	
Average Response Interval <= 4 Seconds											
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	95.77%	1,315,152	95.87%	209,688		0.00047	-2.0443	YES
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.17%	47,977	2.71%	2,726		0.00287	-1.8992	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.36%	29,973	3.67%	9,015		0.00245	2.7959	NO
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.73%	1,315,077	99.75%	213,305		0.00012	-1.8326	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	98.41%	888,586	97.94%	95,131		0.00043	11.1460	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.52%	93,433	99.20%	10,004		0.00073	4.4455	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	23.13%	5,855	37.40%	754		0.01631	-8.7502	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	32.68%	5,808	34.05%	326		0.02670	-0.5132	YES
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	11.14%	49,179	29.07%	8,355		0.00372	-48.1528	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.97%	209,578	99.97%	33,435		0.00010	-0.0773	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	72.39%	48,923	72.31%	6,281		0.00599	0.1267	YES
Average Response Interval <= 10 Seconds											
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.10%	1,315,152	99.41%	209,688		0.00022	-14.1664	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	73.21%	47,977	81.84%	2,726		0.00872	-9.8986	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	56.14%	29,973	46.32%	9,015		0.00596	16.4654	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.85%	1,315,077	99.88%	213,305		0.00009	-3.0065	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.82%	888,586	99.70%	95,131		0.00014	8.5344	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.70%	93,433	99.51%	10,004		0.00058	3.2334	NO
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	23.13%	5,855	37.40%	754		0.01631	-8.7502	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.60%	5,808	99.39%	326		0.00357	0.6084	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	11.14%	49,179	29.07%	8,355		0.00372	-48.1528	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	100.00%	209,578	100.00%	33,435		0.00000		YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	98.67%	48,923	98.61%	6,281		0.00154	0.3275	YES
Average Response Interval > 10 Seconds											
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.90%	1,315,152	0.59%	209,688		0.00022	14.1664	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	26.79%	47,977	18.16%	2,726		0.00872	9.8986	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	43.86%	29,973	53.68%	9,015		0.00596	-16.4654	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.15%	1,315,077	0.12%	213,305		0.00009	3.0065	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.18%	888,586	0.30%	95,131		0.00014	-8.5344	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.30%	93,433	0.49%	10,004		0.00058	-3.2334	NO
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	76.87%	5,855	62.80%	754		0.01631	8.7502	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.40%	5,808	0.61%	326		0.00357	-0.6084	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	88.86%	49,179	70.93%	8,355		0.00372	48.1528	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.00%	209,578	0.00%	33,435				YES

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D.2.6.11

OSS-4	NIW/Region (%)
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Benchmark/
Analog

Party w Retail

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
1.33%	48,923	1.39%	6,281		0.00154	-0.3275	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/KY (calendar days)	<= 10 days	
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 20 days	7 1 YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 20 days	7 3 YES
Average Arrangement Time				
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days	
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days	
E.1.2.3	C-2	Physical Caged/KY (calendar days)	<= 90 days	
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days	
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days	
E.1.2.6	C-2	Virtual-Simple Augment/KY (calendar days)	<= 20 days	
E.1.2.7	C-2	Virtual-Minor Augment/KY (calendar days)	<= 45 days	
E.1.2.8	C-2	Virtual-Intermediate Augment/KY (calendar days)	<= 60 days	
E.1.2.9	C-2	Virtual-Major Augment/KY (calendar days)	<= 75 days	
E.1.2.10	C-2	Physical-Simple Augment/KY (calendar days)	<= 20 days	18 10 YES
E.1.2.11	C-2	Physical-Minor Augment/KY (calendar days)	<= 45 days	44 2 YES
E.1.2.12	C-2	Physical-Intermediate Augment/KY (calendar days)	<= 60 days	
E.1.2.13	C-2	Physical-Major Augment/KY (calendar days)	<= 90 days	
% Due Dates Missed				
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed	
E.1.3.2	C-3	Physical/KY (%)	< 5% missed	
E.1.3.3	C-3	Virtual-Augments/KY (%)	< 5% missed	
E.1.3.4	C-3	Physical-Augments/KY (%)	< 5% missed	0.00% 12 YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic		96.65%	664,002				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic		96.65%	664,002				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%		97.38%	99,481				YES
F.1.1.4	O-3	Business/Region (%)	>= 90%		86.33%	5,618				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%		96.63%	558,903				YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic		88.34%	726,514				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic		88.34%	726,514				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic		85.80%	112,918				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic		55.99%	8,663				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic		89.27%	604,933				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%		74.00%	8,195				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%		74.00%	8,195				NO
F.1.3.3	O-3	Residence/Region (%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual) - Non-Mechanized										
F.2.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days		100.00%	3				YES
Loop Makeup Inquiry (Electronic) - Mechanized										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min		99.43%	174				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCLYKY (%)	>= 95% w in 5 bus days							
F.3.1.2	O-10	Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days							
Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	149.26	6,569,726	29.71	55,570			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	62.83	1,261,411	29.33	98,735			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD		6.00					PBD
% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD		76.70%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD		6.00					PBD
% Answered in 12 seconds										

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2 KY (%)	PBD			83.50%					PBD
General - E911										
Mean Interval										
F.8.1	E-3 KY (hours)	PBD			0.96	2,016				PBD
% Accuracy										
F.8.2	E-2 KY (%)	PBD			97.80%	122,638				PBD
% Timeliness										
F.8.3	E-1 KY (%)	PBD			100.00%	2,016				PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3 Region (%)	Parity w Retail	100.00%	461	100.00%	40,740		0.00000		YES
Usage Data Delivery Timeliness										
F.9.2	B-5 Region (%)	Parity w Retail	97.58%	1,157	99.75%	1,106,356,856		0.00452	-4.8067	YES
Usage Data Delivery Completeness										
F.9.3	B-4 Region (%)	Parity w Retail	98.44%	1,157	99.98%	1,106,356,856		0.00364	-4.2342	YES
Mean Time to Deliver Usage										
F.9.4	B-6 Region (days)	Parity w Retail	3.77	1,157	2.09	1,106,356,856				YES
Recurring Charge Completeness										
F.9.5.1	B-7 Resale/KY (%)	Parity w Retail	91.72%	\$3,019,356	98.89%	\$73,103		0.00358	-19.9947	YES
F.9.5.2	B-7 UNE/KY (%)	>= 90%			98.88%	\$244,305				YES
F.9.5.3	B-7 Interconnection/KY (%)	>= 90%			99.51%	\$1,678				YES
Non-Recurring Charge Completeness										
F.9.6.1	B-8 Resale/KY (%)	Parity w Retail	79.58%	\$4,365,657	96.10%	\$75,482		0.00327	-50.4420	YES
F.9.6.2	B-8 UNE/KY (%)	>= 90%			99.20%	\$177,775				YES
F.9.6.3	B-8 Interconnection/KY (%)	>= 90%			97.40%	\$61,456				YES
General - Change Management										
% Software Release Notices Sent On Time										
F.10.1	CM-1 KY (%)	>= 95% w in 30 days			100.00%	1				YES
Average Software Release Notice Delay Days										
F.10.2	CM-2 KY (average)	>= 22 days prior to release								
% Change Management Documentation Sent On Time										
F.10.3	CM-3 KY (%)	>= 95% w in 30 days			100.00%	1				YES
% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3 KY (%)	>= 95% w in 5 days								
Average Documentation Release Delay Days										
F.10.5	CM-4 KY (average)	>= 22 days prior to release								
% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5 KY (%)	>= 97% w in 15 min			100.00%	9				YES
% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6 Region (%)	>= 95% w in 10 days								
% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6 Region (%)	>= 95% w in 30 days								
% Software Errors Corrected within 45 Business Days										

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6 Region (%)	>= 95% w in 45 days								
% Change Requests Accepted or Rejected within 10 Business Days										
F.10.10	CM-7 Region (%)	>= 95% w in 10 days			100.00%	3				YES
% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8 Region (%)	Diagnostic			33.33%	3				Diagnostic
Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9 Region (number)	= 0 Defects								
Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9 Region (number)	= 0 Defects								
Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9 Region (number)	= 0 Defects								
% Test Deck Weight Failure in Production Release										
F.10.15	CM-10 Region (%)	<= 5%								
% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11 Region (%)	>= 95% w in 60 days								
% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11 Region (%)	>= 95% w in 60 days			100.00%	1				YES
General - New Business Requests										
% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1 Region (%)	>= 90% w in 30 bus days			100.00%	1				YES
% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A Region (%)	>= 90% w in 10 bus days								
% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B Region (%)	>= 90% w in 30 bus days								
% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C Region (%)	>= 90% w in 60 bus days								
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1 EDI/Region (%)	>= 95% w in 30 min			99.96%	438,974				YES
F.12.1.2	O-1 TAG/Region (%)	>= 95% w in 30 min			99.99%	385,808				YES
Acknowledgement Message Completeness										
F.12.2.1	O-2 EDI/Region (%)	100%			100.00%	438,975				NO
F.12.2.2	O-2 TAG/Region (%)	100%			100.00%	385,808				YES
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1 LIDB/KY (hours)	PBD	0.28	23	0.28	23				PBD
F.13.1.2	D-1 Directory Listings/KY (hours)	PBD	0.05	27	0.05	27				PBD
F.13.1.3	D-1 Directory Assistance/KY (hours)	PBD	4.00	25	4.00	25				PBD
% Update Accuracy										
F.13.2.1	D-2 LIDB/KY (%)	>= 95%			100.00%	1,043				YES
F.13.2.2	D-2 Directory Listings/KY (%)	>= 95%			99.40%	1,007				YES
F.13.2.3	D-2 Directory Assistance/KY (%)	>= 95%			99.53%	423				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3 Region (%)	100%			100.00%	7				YES

BellSouth Monthly State Summary
Kentucky, October 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Network Outage Notification									
Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	64	2	59	2			YES