BellSouth Monthly State Summary
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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/KY (%)	Diagnostic			12.40%	5,104				Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic			33.91%	115				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			13.18%	1,973				Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic			35.58%	163				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			38.46%	65				Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic			56.82%	44				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic			47.83%	23				Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic			33.33%	3				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic			83.33%	6				Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic			50.00%	4				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr			99.53%	633				YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr			100.00%	39				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 - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs			95.40%	261				YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs			96.55%	58				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			92.59%	27				YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs			100.00%	25				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs			100.00%	11				YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs			100.00%	5				YES
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs			100.00%	2				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs			99.89%	4,469				YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs			100.00%	77				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 - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs			99.02%	1,742				YES

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A.1.12.2	O-9	Business/KY (%)	>= 85% w in 10 hrs			96.58%	117				YES
A.1.12.3	O-9	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/KY (%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/KY (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/KY (%)	>= 85% w in 36 hrs			100.00%	40				YES
A.1.13.2	O-9	Business/KY (%)	>= 85% w in 36 hrs			100.00%	21				YES
A.1.13.3	O-9	Design (Specials)/KY (%)	>= 85% w in 36 hrs			100.00%	12				YES
A.1.13.4	O-9	PBX/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.5	O-9	Centrex/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9	ISDN/KY (%)	>= 85% w in 36 hrs								
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	24				YES
A.1.14.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.86%	5,080				YES
A.1.14.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	3				YES
A.1.14.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	112				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	13				YES
A.1.15.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.90%	1,960				YES
A.1.15.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.15.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	163				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/KY (%)	>= 95%			100.00%	65				YES
A.1.16.2	O-11	Business/KY (%)	>= 95%			100.00%	44				YES
A.1.16.3	O-11	Design (Specials)/KY (%)	>= 95%			100.00%	23				YES
A.1.16.4	O-11	PBX/KY (%)	>= 95%			100.00%	3				YES
A.1.16.5	O-11	Centrex/KY (%)	>= 95%			100.00%	6				YES
A.1.16.6	O-11	ISDN/KY (%)	>= 95%			75.00%	4				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	24				YES
A.1.17.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.90%	5,073				YES
A.1.17.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	3				YES
A.1.17.2.2	O-11	Business/TAG/KY (%)	>= 95%			99.11%	112				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								

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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%			92.31%	13				NO
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%			97.60%	1,958				YES
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%			93.87%	163				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
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%			98.46%	65				YES
A.1.19.2	O-11	Business/KY (%)	>= 95%			93.18%	44				NO
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%			95.65%	23				YES
A.1.19.4	O-11	PBX/KY (%)	>= 95%			66.67%	3				NO
A.1.19.5	O-11	Centrex/KY (%)	>= 95%			100.00%	6				YES
A.1.19.6	O-11	ISDN/KY (%)	>= 95%			66.67%	3				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	Res	7.84	4,122	7.70	174	7.918	0.61280	0.2305	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.98	109,163	0.57	3,919	1.110	0.01804	22.7953	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res	6.89	9	5.00	1	2.848	3.00206	0.6292	YES
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	6.62	1,318	2.77	16	16.849	4.23782	0.9089	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.64	6,536	0.90	104	4.334	0.42831	1.7423	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus	14.50	12			9.269			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	Bus								
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	20.65	377			19.070			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	11.34	71	4.33	3	8.248	4.86180	1.4408	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	22.40	20			13.632			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY (days)	PBX	11.83	6			5.947			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	2.64	25	4.00	2	4.480	3.29235	-0.4131	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX	17.82	11			22.355			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	16.19	7			29.247			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex	3.70	96			2.447			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	1.75	79			1.751			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	7.33	6			2.875			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	1.50	2			0.707			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY (days)	ISDN	15.92	64	13.00	1	10.197	10.27631	0.2843	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	6.02	62	0.89	3	12.817	7.57663	0.6767	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN	23.93	15	13.00	1	13.604	14.05007	0.7782	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	8.44	3	4.00	1	7.183	8.29398	0.5359	YES
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res	42.24	110	23.00	1	63.561	63.84910	0.3013	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	8.47	30	0.00	0	14.496			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res	0.00	0	0.00	0				YES

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)	Bus	36.48	21	0.00	0	71.227			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)	Bus	1.00	1	2.00	1	0.000	0.00000		NO
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/KY (days)	Design	43.00	2	0.00	0	8.485			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/KY (days)	Design	10.50	2	0.00	0	13.435			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/KY (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/KY (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)	PBX	0.00	0						
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)	PBX	0.00	0						
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)	PBX	0.00	0						
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/KY (%)	Res	0.29%	121,994	0.47%	4,440		0.00083	-2.1722	NO
A.2.4.2	P-2	Business/KY (%)	Bus	1.66%	8,079	1.38%	145		0.01070	0.2610	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	Design	12.07%	555						
A.2.4.4	P-2	PBX/KY (%)	PBX	4.00%	50						
A.2.4.5	P-2	Centrex/KY (%)	Centrex	5.43%	184						
A.2.4.6	P-2	ISDN/KY (%)	ISDN	4.29%	140	0.00%	2		0.14423	0.2971	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/KY (%)	Diagnostic			0.82%	122				Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic			0.00%	28				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)	Diagnostic			10.00%	10				Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic			0.00%	3				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic			25.00%	4				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs			235.15	19				YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs			375.60	2				YES
A.2.7.3	P-2	Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/KY (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)	Diagnostic			346.92	1				Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.8.6	P-2	ISDN/KY (hours)	Diagnostic			376.17	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/KY (%)	95% >= 48 hrs			100.00%	19				YES
A.2.9.2	P-2	Business/KY (%)	95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2	Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/KY (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/KY (%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/KY (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/KY (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/KY (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/KY (%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)	Res	16.56%	4,753	9.05%	210		0.02621	2.8654	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	0.03%	117,231	0.32%	4,369		0.00027	-10.7319	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)	Res	0.00%	13	0.00%	1		0.00000		YES
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	6.52%	1,427	0.00%	33		0.04346	1.4995	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	0.06%	6,634	0.00%	135		0.00213	0.2825	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)	Bus	18.75%	16						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus								
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	7.00%	400	0.00%	1		0.25547	0.2740	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	73	0.00%	9		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	41						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	6						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	25	0.00%	2		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	11						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	7						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	3.13%	96						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	79						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	0.00%	6						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	2						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	8.57%	70	0.00%	1		0.28193	0.3040	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	62	0.00%	3		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	6.25%	16	0.00%	1		0.24951	0.2505	YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	3	0.00%	1		0.00000		YES
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)	Res	11.42%	4,823	9.00%	211		0.02237	1.0815	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	2.71%	116,892	5.10%	3,998		0.00261	-9.1556	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)	Res	18.18%	11						
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	11.09%	1,650	14.29%	21		0.06896	-0.4633	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	5.29%	7,902	4.67%	107		0.02178	0.2832	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)	Bus	11.54%	26						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	1	0.00%	1		0.00000		YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	5.16%	543	0.00%	5		0.09935	0.5190	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	1.71%	996	0.00%	4		0.06489	0.2630	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	40						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	8						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	2.33%	43	0.00%	3		0.09000	0.2584	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	2						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	4	0.00%	1		0.00000		YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	5.63%	71						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	0.79%	3,020	0.00%	1		0.08881	0.0895	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	20.00%	5						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	50.00%	2						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	2.38%	84	100.00%	1		0.15336	-6.3653	NO
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.21%	968	0.00%	9		0.01521	0.1359	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	0.00%	38	0.00%	1		0.00000		YES
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	9						
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Res	5.16	4,737	0.02	186	28.079	2.09887	2.4498	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Res	0.89	116,901	0.37	4,260	11.918	0.18589	2.8260	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Res	0.02	13	0.02	1	0.000	0.00000		YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Bus	2.64	1,409	0.02	32	15.187	2.71498	0.9640	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Bus	1.30	6,611	0.59	108	15.169	1.47147	0.4825	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Bus	1.08	15			3.864			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Bus								
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Design	5.38	397			17.170			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Design	0.94	73			3.666			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Design	17.82	40			38.541			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	PBX	11.51	6			8.943			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	PBX	18.34	25			90.543			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	PBX	24.95	11			20.675			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	PBX	60.11	7			152.414			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Centrex	0.59	93			2.763			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Centrex	8.19	79			47.926			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Centrex	0.02	6			0.000			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Centrex	0.42	2			0.047			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	ISDN	15.96	70			30.342			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN	3.99	61	0.38	2	27.485	19.75102	0.1831	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN	24.07	16			55.951			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN	0.13	3			0.202			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Diagnostic			16.27	21				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			4.76	106				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Diagnostic			39.32	1				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			16.65	27				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Diagnostic			15.18	1				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			31.43	9				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			31.19	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic			130.08	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic			175.12	1				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			46.15	1				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			7.70	61				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.53	2,481				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.04	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.53	9				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.99	15				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.92	43				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.71	1,229				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.83	5				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.77	47				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.51	9				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.92	14				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.39	10				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.09	1				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.12	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			7.69	60				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.82	885				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.04	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.53	9				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.03	14				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.92	43				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.72	1,102				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.83	5				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.81	45				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.51	9				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.92	14				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.39	10				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.09	1				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.12	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/KY (%)	Diagnostic			27.67%	206				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic			5.88%	4,357				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)	Diagnostic			3.70%	27				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic			14.93%	134				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic			25.00%	4				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic			100.00%	2				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)	Diagnostic			100.00%	2				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic			25.00%	4				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%			98.74%	475				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%			99.83%	590				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	10				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	135				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.13%	160				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%			75.00%	4				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			91.30%	23				NO

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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			94.34%	53				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			91.89%	74				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			75.00%	4				NO
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			78.57%	14				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res	12.66%	16,117	11.11%	432		0.01621	0.9576	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res	2.38%	6,312	0.00%	60		0.01976	1.2028	YES
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus	13.83%	2,025	0.00%	35		0.05885	2.3496	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus	2.36%	849	12.50%	8		0.05387	-1.8830	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	0.30%	335	0.00%	11		0.01672	0.1786	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.00%	396	0.00%	8		0.00000		YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	1.79%	56	20.00%	5		0.06181	-2.9467	NO
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	7.14%	42	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	11.76%	170	0.00%	1		0.32314	0.3641	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	5.75%	87	0.00%	1		0.23407	0.2455	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	0.00%	25	0.00%	2		0.00000		YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	2.50%	40	0.00%	3		0.09346	0.2675	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	2.02%	796,787	2.50%	17,261		0.00109	-4.3868	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	0.79%	796,787	0.35%	17,261		0.00068	6.4925	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.00%	202,049	0.99%	3,553		0.00169	0.1012	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.42%	202,049	0.23%	3,553		0.00110	1.7779	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	0.41%	82,484	1.40%	788		0.00228	-4.3392	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	0.48%	82,484	1.02%	788		0.00248	-2.1577	NO
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.16%	35,201	0.68%	740		0.00148	-3.4868	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.12%	35,201	0.00%	740		0.00128	0.9299	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.30%	56,105	0.39%	255		0.00345	-0.2580	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.16%	56,105	0.39%	255		0.00247	-0.9593	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.04%	62,395	0.44%	458		0.00094	-4.2249	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.06%	62,395	0.66%	458		0.00119	-4.9764	NO
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	28.48	16,117	23.23	432	36.444	1.77673	2.9547	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	10.09	6,312	6.63	60	19.375	2.51317	1.3743	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	13.35	2,025	9.54	35	19.173	3.26870	1.1651	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	3.14	849	28.63	8	6.572	2.33454	-10.9164	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	4.79	335	4.60	11	3.926	1.20315	0.1599	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.21	396	2.19	8	3.171	1.13248	0.0195	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	7.69	56	6.28	5	6.202	2.89462	0.4876	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	6.37	42	0.00	0	7.830			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	15.90	170	68.00	1	54.971	55.13273	-0.9450	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	4.92	87	3.00	1	12.739	12.81220	0.1498	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	5.78	25	12.22	2	3.605	2.64887	-2.4302	NO
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	4.65	40	3.28	3	8.708	5.21290	0.2615	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	18.11%	16,117	15.97%	432		0.01877	1.1362	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	13.17%	6,312	10.00%	60		0.04386	0.7217	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	13.43%	2,025	5.71%	35		0.05813	1.3276	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	10.84%	849	0.00%	8		0.11041	0.9814	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	23.58%	335	18.18%	11		0.13008	0.4152	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	18.69%	396	12.50%	8		0.13920	0.4445	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	1.79%	56	0.00%	5		0.06181	0.2889	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	9.52%	42	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	18.82%	170	0.00%	1		0.39205	0.4801	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	16.09%	87	0.00%	1		0.36956	0.4354	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	16.00%	25	0.00%	2		0.26940	0.5939	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	15.00%	40	0.00%	3		0.21375	0.7018	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	15.07%	10,322	10.22%	313		0.02053	2.3630	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	7.10%	1,902	0.00%	31		0.04649	1.5266	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	7.00%	1,242	0.00%	18		0.06059	1.1561	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	2.45%	286	14.29%	7		0.05911	-2.0026	NO
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	0.30%	335	0.00%	11		0.01672	0.1786	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	0.00%	396	0.00%	8		0.00000		YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	0.00%	53	0.00%	3		0.00000		YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	5.56%	36	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	7.62%	105	100.00%	1		0.26656	-3.4656	NO
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	8.33%	24	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	0.00%	25	0.00%	2		0.00000		YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	2.50%	40	0.00%	3		0.09346	0.2675	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	KY (%)	BST - State	99.22%	$97,330,611	97.91%	$1,129,972		0.00008	157.3598	NO
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	4.14	1	3.26	1,968				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/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			15.71%	12,015				Diagnostic
B.1.1.4	O-7	Combo Other/KY (%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			17.71%	96				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.1.7	O-7	Line Sharing/KY (%)	Diagnostic			34.34%	99				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			100.00%	3				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			3.03%	33				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			13.73%	51				Diagnostic
B.1.1.15	O-7	Other Non-Design/KY (%)	Diagnostic			15.33%	3,236				Diagnostic
B.1.1.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/KY (%)	Diagnostic			4.70%	1,786				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			29.92%	1,995				Diagnostic
B.1.2.4	O-7	Combo Other/KY (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			38.46%	13				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.7	O-7	Line Sharing/KY (%)	Diagnostic			60.00%	10				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	14				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			10.00%	10				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			16.13%	31				Diagnostic
B.1.2.15	O-7	Other Non-Design/KY (%)	Diagnostic			47.24%	127				Diagnostic
B.1.2.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/KY (%)	Diagnostic			17.55%	507				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			48.16%	245				Diagnostic
B.1.3.4	O-7	Combo Other/KY (%)	Diagnostic			58.33%	12				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.7	O-7	Line Sharing/KY (%)	Diagnostic			66.67%	9				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			50.00%	14				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			64.29%	14				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			0.00%	1				Diagnostic
B.1.3.14	O-7	Other Design/KY (%)	Diagnostic			23.08%	26				Diagnostic
B.1.3.15	O-7	Other Non-Design/KY (%)	Diagnostic			28.57%	77				Diagnostic
B.1.3.16	O-7	INP Standalone/KY (%)	Diagnostic			20.00%	10				Diagnostic
B.1.3.17	O-13	LNP Standalone/KY (%)	Diagnostic			18.97%	116				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 (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr			99.21%	1,889				YES
B.1.4.4	O-8	Combo Other/KY (%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 97% w in 1 hr			94.12%	17				NO
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/KY (%)	>= 97% w in 1 hr			97.06%	34				YES
B.1.4.8	O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr			100.00%	3				YES
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/KY (%)	>= 97% w in 1 hr			85.71%	7				NO
B.1.4.15	O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr			71.73%	527				NO
B.1.4.16	O-8	INP Standalone/KY (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/KY (%)	>= 97% w in 1 hr			100.00%	84				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			97.32%	598				YES
B.1.7.4	O-8	Combo Other/KY (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs			83.33%	6				NO
B.1.7.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/KY (%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.7.15	O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs			94.29%	70				YES
B.1.7.16	O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/KY (%)	>= 85% w in 10 hrs			98.91%	92				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs			95.76%	118				YES
B.1.8.4	O-8	Combo Other/KY (%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 24 hrs								
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.7	O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.14	O-8	Other Design/KY (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.15	O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	22				YES
B.1.8.16	O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.17	O-14	LNP Standalone/KY (%)	>= 85% w in 24 hrs			90.91%	22				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs			99.86%	10,095				YES
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs			100.00%	71				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs			100.00%	66				YES
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w in 3 hrs			100.00%	30				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w in 3 hrs			100.00%	45				YES
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs			99.93%	2,836				YES
B.1.9.16	O-9	INP Standalone/KY (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/KY (%)	>= 95% w in 3 hrs			99.94%	1,700				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			95.44%	1,557				YES
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs			50.00%	2				NO
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	6				YES
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs			92.86%	14				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	9				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w in 10 hrs			92.59%	27				YES
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs			90.91%	77				YES
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w in 10 hrs			99.77%	434				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs			97.46%	118				YES
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs			100.00%	7				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs			95.45%	22				YES
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs			98.28%	58				YES
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	95				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.97%	7,540				YES

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B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.02%	4,475				YES
B.1.14.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			89.74%	78				NO
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	18				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.14.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	88				YES
B.1.14.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	11				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	3				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			90.91%	33				NO
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	40				YES
B.1.14.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	11				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			99.97%	3,119				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	117				YES
B.1.14.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			99.83%	1,786				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			100.00%	885				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.91%	1,110				YES
B.1.15.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	8				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			80.00%	5				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	8				YES
B.1.15.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	14				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	10				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	17				YES
B.1.15.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	14				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	108				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	19				YES
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			100.00%	507				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/KY (%)	>= 95%			100.00%	1				YES
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			97.55%	245				YES
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%			91.67%	12				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	6				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	2				YES
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	9				YES
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	14				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	14				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%			100.00%	1				YES
B.1.16.14	O-11	Other Design/KY (%)	>= 95%			100.00%	26				YES
B.1.16.15	O-11	Other Non-Design/KY (%)	>= 95%			100.00%	77				YES
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	10				YES
B.1.16.17	O-11	LNP Standalone/KY (%)	>= 95%			100.00%	116				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.93%	7,538				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.75%	4,431				YES
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	70				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	18				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			98.86%	88				YES
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	11				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	3				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			96.67%	30				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			97.50%	40				YES
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	11				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			96.92%	3,118				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	117				YES
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			93.72%	1,783				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								

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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%			95.71%	885				YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			87.47%	1,109				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 UCL)/EDI/KY (%)	>= 95%			100.00%	8				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	4				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			87.50%	8				NO
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			50.00%	2				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%	14				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%			100.00%	10				YES
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%			94.12%	17				NO
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	14				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	108				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			89.47%	19				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%			97.24%	507				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/KY (%)	>= 95%			100.00%	1				YES
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			94.98%	239				NO
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			100.00%	11				YES
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	6				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	2				YES
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	9				YES
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	14				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	14				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%			100.00%	1				YES
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			84.62%	26				NO
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			93.51%	77				NO
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	10				YES
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			99.14%	116				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)	7.54	5,440			10.794			

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B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	1.02	115,699			1.499			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.24	21			8.086			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3	16.09	269			9.561			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
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	7.48	5,540	5.20	167	10.713	0.84142	2.7106	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	1.02	115,861	0.83	4,914	1.530	0.02228	8.3067	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B	0.33	59,064	0.33	2,799	0.007	0.00013	-0.4879	YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B	1.73	56,797	1.50	2,115	1.944	0.04305	5.4791	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	10.04	28			7.466			
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.44	6	3.00	2	1.068	0.87206	-1.7838	NO
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B	0.33	2			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B	2.00	4	3.00	2	0.816	0.70711	-1.4142	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	8.40	5,983	15.75	4	11.879	5.94154	-1.2370	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	8.40	5,983			11.879			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	17.58	73			14.440			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	17.58	73			14.440			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	13.22	45			6.878			
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	3.08	17			7.518			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI	7.00	1			0.000			
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	2.76	876	4.50	2	1.873	1.32578	-1.3137	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	2.29	1,831	3.17	12	0.659	0.19091	-4.5939	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail	3.00	1			0.000			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail	6.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
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	7.48	5,540	4.50	4	10.713	5.35857	0.5558	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	7.48	5,540			10.713			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	7.54	5,440	3.44	9	10.794	3.60106	1.1380	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	1.73	56,686			1.896			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	11.24	21			8.086			
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	7.48	5,540			10.713			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	7.48	5,540			10.713			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
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	7.54	5,440			10.794			
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	1.73	56,686			1.896			
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	11.24	21			8.086			
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	7.48	5,540			10.713			
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	7.48	5,540			10.713			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.04	28			7.466			
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	7.54	5,440			10.794			
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	1.73	56,686			1.896			
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	11.24	21			8.086			
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	19.93	443			18.098			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	11.40	75			8.494			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)	Design	22.27	45			15.759			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design	22.17	6			29.404			

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B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	7.48	5,540			10.713			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	1.02	115,861			1.530			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	10.04	28			7.466			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.44	6			1.068			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	7.54	5,440	6.00	1	10.794	10.79524	0.1429	YES
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	1.02	115,699			1.499			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.24	21			8.086			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	7.54	5,440			10.794			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	1.02	115,699	0.78	1,802	1.499	0.03558	6.4802	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.24	21			8.086			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)			0.33	4				
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	4.48	993	5.00	5	7.159	3.20984	-0.1612	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	2.62	1,923			2.496			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1	3.00	1			0.000			
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	23.02	81	6.00	5	20.588	9.48697	1.7945	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	6.74	53			13.203			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	23.93	15			13.604			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	8.44	3			7.183			
	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			5.00	5				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	41.31	131			64.594			
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)	8.23	31			14.315			
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	15.00	1			0.000			
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	41.31	131	0.00	0	64.594			YES
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	8.23	31	0.00	0	14.315			YES
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	41.34	133	0.00	0	64.107			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	8.36	33	0.00	0	14.073			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY (days)	ADSL to Retail	68.00	3	0.00	0	89.772			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	0.00	0	0.00	0				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								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)	ADSL to Retail	68.00	3	0.00	0	89.772			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)	R&B - Disp	41.31	131	0.00	0	64.594			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)	R&B - Disp	8.23	31	0.00	0	14.315			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	41.31	131	0.00	0	64.594			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	8.23	31	0.00	0	14.315			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)	R&B - Disp	41.31	131			64.594			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)	R&B - Disp	8.23	31			14.315			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	41.31	131			64.594			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	8.23	31			14.315			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)	R&B - Disp	41.31	131			64.594			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)	R&B - Disp	8.23	31			14.315			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	41.31	131	0.00	0	64.594			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	8.23	31	0.00	0	14.315			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)	Design	43.00	2			8.485			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)	Design	10.50	2			13.435			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)	R&B	41.31	131			64.594			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)	R&B	8.23	31			14.315			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	41.31	131	0.00	0	64.594			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	8.23	31	0.00	0	14.315			YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	41.31	131	0.00	0	64.594			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	8.23	31	0.00	0	14.315			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY (days)	Digital Loop < DS1	68.00	3	0.00	0	89.772			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/KY (days)	Digital Loop >= DS1	1.00	1	0.00	0	0.000			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/KY (%)	R&B (POTS)	0.38%	130,073						
B.2.5.2	P-2	Local Interoffice Transport/KY (%)	DS1/ DS3 - Interoffice	69.47%	285						
B.2.5.3	P-2	Loop + Port Combinations/KY (%)	R&B	0.39%	130,353	0.11%	10,064		0.00064	4.3042	YES
B.2.5.4	P-2	Combo Other/KY (%)	R&B&D - Disp	8.25%	6,986						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	ADSL to Retail	8.92%	2,869	0.00%	7		0.10788	0.8271	YES
B.2.5.6	P-2	UNE ISDN/KY (%)	ISDN - BRI	1.41%	71	33.33%	3		0.06946	-4.5963	NO
B.2.5.7	P-2	Line Sharing/KY (%)	ADSL to Retail	8.92%	2,869	0.00%	1		0.28512	0.3129	YES
B.2.5.8	P-2	2W Analog Loop Design/KY (%)	R&B - Disp	0.39%	130,353						
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)	R&B (POTS) excl SB Or	0.69%	71,063	0.00%	11		0.02500	0.2769	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)	R&B - Disp	0.39%	130,353						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.69%	71,063						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)	R&B - Disp	0.39%	130,353						
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.69%	71,063						
B.2.5.14	P-2	Other Design/KY (%)	Design	11.56%	649						
B.2.5.15	P-2	Other Non-Design/KY (%)	R&B	0.39%	130,353						
B.2.5.16	P-2	INP (Standalone)/KY (%)	R&B (POTS)	0.38%	130,073						
B.2.5.17	P-2	LNP (Standalone)/KY (%)	R&B (POTS)	0.38%	130,073	0.00%	1,715		0.00149	2.5351	YES
B.2.5.18	P-2	Digital Loop < DS1/KY (%)	Digital Loop < DS1	8.76%	3,071	10.00%	10		0.08954	-0.1386	YES
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)	Digital Loop >= DS1	22.44%	156	72.73%	22		0.09500	-5.2936	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			0.97%	207				Diagnostic
B.2.6.4	P-2	Combo Other/KY (%)	Diagnostic			44.44%	9				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.2.6.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.6.7	P-2	Line Sharing/KY (%)	Diagnostic			0.00%	45				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/KY (%)	Diagnostic			0.00%	1				Diagnostic

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B.2.6.17	P-2	LNP (Standalone)/KY (%)	Diagnostic			0.00%	94				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic								Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic								Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/KY (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)	>= 48 hrs			236.75	9				YES
B.2.8.4	P-2	Combo Other/KY (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/KY (hours)	>= 48 hrs			362.55	1				YES
B.2.8.7	P-2	Line Sharing/KY (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)	>= 48 hrs								
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/KY (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/KY (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)	>= 48 hrs			362.55	1				YES
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)	>= 48 hrs			221.17	15				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/KY (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)	Diagnostic			374.00	2				Diagnostic
B.2.9.4	P-2	Combo Other/KY (hours)	Diagnostic			394.58	4				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/KY (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/KY (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)	Diagnostic								Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/KY (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/KY (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/KY (%)	95% >= 48 hrs			100.00%	9				YES
B.2.10.4	P-2	Combo Other/KY (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.7	P-2	Line Sharing/KY (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/KY (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	95% >= 48 hrs								

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B.2.10.14	P-2	Other Design/KY (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)	95% >= 48 hrs			100.00%	15				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.4	P-2	Combo Other/KY (%)	Diagnostic			100.00%	4				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/KY (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic								Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/KY (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/KY (%)	>= 95% w in 15 min								
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.13.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/KY (%)	>= 95% w in 15 min								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)	>= 95% w in 15 min								
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/KY (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (minutes)	Diagnostic								Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)	<= 5%								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	14.24%	6,180						

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	123,865						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	10.34%	29						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)								
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	1.49%	269						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	14.05%	6,283	7.73%	233		0.02319	2.7294	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	124,027	0.02%	10,186		0.00019	0.6817	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	59,097	0.00%	2,812		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	0.06%	64,930	0.03%	7,374		0.00030	1.1309	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	8.33%	36	0.00%	1		0.28020	0.2974	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	6	0.00%	5		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	2						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	4	0.00%	5		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	13.58%	6,752	0.00%	9		0.11427	1.1885	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	13.58%	6,752						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	3.88%	103						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	3.88%	103						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	7.95%	1,069	0.00%	5		0.12127	0.6557	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.16%	1,853						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	1						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	6.00%	50	0.00%	1		0.23985	0.2502	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	22						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	7.95%	1,069	33.33%	3		0.15641	-1.6227	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.16%	1,853	2.33%	43		0.00620	-3.4888	NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	1						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	14.05%	6,283	0.00%	4		0.17383	0.8085	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.05%	6,283						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.24%	6,180	0.00%	11		0.10546	1.3502	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.06%	64,819						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	10.34%	29						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	14.05%	6,283						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.05%	6,283						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.24%	6,180						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.06%	64,819						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	10.34%	29						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	14.05%	6,283						
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.05%	6,283						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.33%	36						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.24%	6,180						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.06%	64,819	0.00%	1		0.02483	0.0248	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	10.34%	29						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)	Design	7.25%	469						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	77						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)	Design	1.49%	67						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	6						

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B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	14.05%	6,283						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	124,027						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	8.33%	36						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	6						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	14.24%	6,180	100.00%	1		0.34948	-2.4539	NO
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	123,865						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	10.34%	29						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)								
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	14.24%	6,180						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	123,865	0.00%	1,802		0.00043	0.7575	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	10.34%	29						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)			0.00%	4				
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	7.63%	1,192	0.00%	6		0.10868	0.7024	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.16%	1,935						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1	0.00%	1						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	10.47%	86	0.00%	20		0.07599	1.3772	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	53						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	6.25%	16						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	3						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.34%	6,473						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	2.87%	124,794						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	13.51%	37						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	8.91%	247						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
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	11.26%	6,554	9.35%	214		0.02196	0.8719	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	2.80%	128,809	2.53%	12,158		0.00157	1.7292	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	2.83%	61,391	3.14%	2,067		0.00371	-0.8409	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	2.78%	67,418	2.41%	10,091		0.00175	2.1098	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	14.29%	42	0.00%	2		0.25326	0.5641	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	9.09%	11	0.00%	7		0.13899	0.6540	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	3						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	12.50%	8	0.00%	7		0.17116	0.7303	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	10.70%	7,179	0.00%	13		0.08580	1.2468	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	10.70%	7,179						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	4.92%	122						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	4.92%	122						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	15.24%	676	0.00%	2		0.25449	0.5987	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	14.86%	1,225						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	2						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	0.00%	48	100.00%	3		0.00000		NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	6.90%	29						
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	15.24%	676	0.00%	2		0.25449	0.5987	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	14.86%	1,225	21.21%	33		0.06274	-1.0129	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	2						
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	11.26%	6,554	0.00%	1		0.31613	0.3562	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.26%	6,554						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.34%	6,473	0.00%	1		0.31710	0.3576	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	2.92%	63,463						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.51%	37						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.26%	6,554						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.26%	6,554						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.34%	6,473						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	2.92%	63,463						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.51%	37						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.26%	6,554						
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.26%	6,554						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	14.29%	42						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.34%	6,473	0.00%	1		0.31710	0.3576	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	2.92%	63,463						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.51%	37						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)	Design	4.80%	625						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	1.88%	1,012						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)	Design	0.00%	80						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	5						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	11.26%	6,554						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	2.80%	128,809						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	14.29%	42						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	9.09%	11						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.34%	6,473						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	2.87%	124,794						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	13.51%	37						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.34%	6,473						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	2.87%	124,794	0.00%	1,782		0.00399	7.2107	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	13.51%	37						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	2		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	13.36%	868	60.00%	5		0.15261	-3.0559	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	11.12%	1,744						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1	0.00%	2						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	3.14%	159	18.75%	32		0.03381	-4.6151	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.49%	1,435						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	38						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	9						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.58	6,146			25.722			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	123,512			12.114			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.58	28			2.834			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)								
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice	3.70	269			30.003			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	R&B	4.52	6,246	0.02	192	25.522	1.87002	2.4052	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.92	123,673	0.31	10,016	12.250	0.12726	4.8253	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	R&B	1.09	58,856	0.33	2,713	13.157	0.25835	2.9644	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	R&B	0.77	64,817	0.30	7,303	11.362	0.14025	3.3281	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	R&B	0.48	35			2.535			
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.54	6			0.483			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	R&B	0.93	2			0.801			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	R&B	0.34	4			0.130			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	R&B&D - Disp	4.70	6,712			25.189			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	4.70	6,712			25.189			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B&D - Disp	13.75	101			34.513			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	13.75	101			34.513			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	2.93	1,066	0.02	5	14.528	6.51256	0.4477	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	1.00	1,851			8.100			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ISDN - BRI	18.24	50	0.02	1	32.251	32.57144	0.5595	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI	0.28	22			0.148			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	2.93	1,066			14.528			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	1.00	1,851	0.25	1	8.100	8.10199	0.0925	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.58	6,146	0.02	11	25.722	7.76234	0.5879	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.75	64,707			11.073			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.58	28			2.834			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.58	6,146			25.722			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.75	64,707			11.073			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.58	28			2.834			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.52	6,246			25.522			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.48	35			2.535			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.58	6,146			25.722			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.75	64,707			11.073			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.58	28			2.834			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Design	7.12	466			20.056			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	0.90	77			3.573			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design	20.79	66			41.037			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design	69.80	6			164.585			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	4.52	6,246			25.522			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.92	123,673			12.250			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	0.48	35			2.535			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.54	6			0.483			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.58	6,146			25.722			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	123,512			12.114			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.58	28			2.834			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)								
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.58	6,146			25.722			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	123,512	0.29	1,714	12.114	0.29463	2.1234	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.58	28			2.834			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)								
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	3.97	1,189	0.02	6	16.833	6.88928	0.5742	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1	0.97	1,933			7.927			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	0.02	1			0.000			

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B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	4.29	85	0.02	20	15.089	3.75010	1.1406	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	5.51	52			29.949			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	24.07	16			55.951			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	0.13	3			0.202			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	Diagnostic			18.17	39				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			8.60	167				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	Diagnostic			4.59	97				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	Diagnostic			14.17	70				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	Diagnostic			20.40	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			30.57	5				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	Diagnostic			30.57	5				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	Diagnostic			29.71	9				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.02	3				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.32	42				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	Diagnostic			20.42	4				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic

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B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic			15.63	1				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic			44.88	1				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			1.37	90				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.23	4				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			5.14	82				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.95	4,027				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.92	5				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.60	7				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.78	1,351				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.92	5				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.06	3				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.02	21				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.34	691				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.43	2				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.86	293				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			7.87	2				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			6.15	18				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic			1.62	33				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			6.30	1				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic			5.25	4				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic			12.99	1				Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.66	89				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.15	4				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.82	74				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.15	2,984				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.92	5				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.60	7				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.78	1,351				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.92	5				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.06	3				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.12	20				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.39	604				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.43	2				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.86	293				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			7.87	2				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			6.24	17				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.54	32				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			6.30	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic			5.25	4				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.66	89				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.15	4				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/KY (%)	>= 95% w in 15 min			56.35%	1,954				NO
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)	Diagnostic			19.91%	226				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)	Diagnostic			3.51%	10,011				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)	Diagnostic			50.00%	8				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)	Diagnostic			66.67%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)	Diagnostic			27.91%	43				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)	Diagnostic			0.00%	4				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)	Diagnostic			0.00%	11				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)	Diagnostic			37.98%	1,806				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	Diagnostic			0.00%	20				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% of requests			100.00%	15				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%	175				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.15%	108				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	27				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			97.30%	37				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	165				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	400				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	73				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			98.72%	78				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)	12.79%	18,142						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	2.37%	7,161						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.77%	130	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	94	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)	R&B	12.79%	18,310	10.06%	924		0.01126	2.4206	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	2.43%	7,257	2.45%	204		0.01092	-0.0236	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)	R&B&D - Disp	12.51%	18,728	0.00%	6		0.13509	0.9261	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	12.51%	18,728	0.00%	3		0.19103	0.6549	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	45.88%	340	0.00%	1		0.49903	0.9194	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	4.69%	661	0.00%	2		0.14972	0.3132	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	12	0.00%	4		0.00000		YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	5.88%	17	0.00%	3		0.14735	0.3992	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	45.88%	340	0.00%	6		0.20522	2.2358	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	4.69%	661	50.00%	2		0.14972	-3.0262	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	12.79%	18,310	0.00%	9		0.11136	1.1486	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	12.79%	18,310	0.00%	1		0.33400	0.3830	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	12.76%	18,085	0.00%	2		0.23595	0.5409	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	2.47%	6,408	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)	Design	0.24%	418	0.00%	26		0.00987	0.2423	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)	Design	0.64%	469	0.00%	7		0.03036	0.2107	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)	R&B	12.79%	18,310	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)	R&B	2.43%	7,257	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	12.79%	18,142						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	2.37%	7,161						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)	R&B (POTS)	1.82%	998,836						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	0.72%	998,836						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.44%	9,001	0.00%	51		0.01688	0.8558	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	1.04%	9,001	0.00%	51		0.01435	0.7277	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)	R&B	1.71%	1,073,486	1.24%	74,334		0.00050	9.3397	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	0.68%	1,073,486	0.27%	74,334		0.00031	12.8781	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)	R&B&D - Disp	1.52%	1,235,021	1.88%	320		0.00688	-0.5208	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	1.52%	1,235,021	0.94%	320		0.00688	0.8409	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	0.93%	36,709	0.24%	418		0.00473	1.4512	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.80%	36,709	0.48%	418		0.00660	2.0031	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.38%	3,133	0.81%	494		0.00300	-1.4242	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.54%	3,133	0.61%	494		0.00357	-0.1814	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)	ADSL to Retail	0.93%	36,709	1.26%	475		0.00444	-0.7582	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.80%	36,709	0.42%	475		0.00620	2.2263	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	1.71%	1,073,486	0.50%	1,808		0.00307	3.9292	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	1.71%	1,073,486	0.06%	1,808		0.00307	5.3686	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 (%)	R&B (POTS) excl SB FT	1.81%	998,836	0.84%	237		0.00874	1.1059	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	0.64%	998,836	0.00%	237		0.00520	1.2329	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)	Design	0.26%	161,535	2.84%	915		0.00169	-15.3149	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY (%)	Design	0.29%	161,535	0.77%	915		0.00179	-2.6573	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)	R&B	1.71%	1,073,486	0.00%	158		0.01039	1.6415	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY (%)	R&B	0.68%	1,073,486	0.00%	158		0.00654	1.0334	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	1.82%	998,836						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	0.72%	998,836						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)	R&B (POTS)	26.79	18,142			35.265			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)	R&B (POTS)	9.26	7,161			18.467			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)	DS1/DS3	5.11	130	0.00	0	4.046			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)	DS1/DS3	1.95	94	0.00	0	2.125			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)	R&B	26.70	18,310	18.73	924	35.510	1.19731	6.6515	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)	R&B	9.20	7,257	4.82	204	18.406	1.30664	3.3565	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)	R&B&D - Disp	26.21	18,728	4.84	6	35.262	14.39810	1.4846	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)	R&B&D - Disp	26.21	18,728	3.06	3	35.262	20.36036	1.1372	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)	ADSL to Retail	42.66	340	3.42	1	64.178	64.27217	0.6106	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)	ADSL to Retail	4.77	661	4.98	2	23.631	16.73494	-0.0126	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)	ISDN - BRI	5.39	12	1.87	4	3.992	2.30465	1.5277	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)	ISDN - BRI	8.24	17	3.34	3	12.182	7.62871	0.6430	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY (hours)	ADSL to Retail	42.66	340	28.33	6	64.178	26.43067	0.5422	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY (hours)	ADSL to Retail	4.77	661	15.00	2	23.631	16.73494	-0.6111	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)	R&B - Disp	26.70	18,310	4.49	9	35.510	11.83964	1.8757	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)	R&B - Disp	26.70	18,310	0.25	1	35.510	35.51115	0.7448	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)	R&B (POTS) excl SB FT	26.77	18,085	13.00	2	35.251	24.92776	0.5524	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)	R&B (POTS) excl SB FT	9.92	6,408	0.00	0	19.174			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)	Design	5.01	418	4.57	26	3.918	0.79201	0.5617	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)	Design	2.81	469	1.85	7	4.652	1.77155	0.5365	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)	R&B	26.70	18,310	0.00	0	35.510			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)	R&B	9.20	7,257	0.00	0	18.406			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY (hours)	R&B (POTS)	26.79	18,142			35.265			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)	R&B (POTS)	9.26	7,161			18.467			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)	R&B (POTS)	17.58%	18,142						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	12.89%	7,161						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	23.08%	130	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	17.02%	94	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)	R&B	17.58%	18,310	12.77%	924		0.01283	3.7476	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	12.91%	7,257	11.76%	204		0.02381	0.4818	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)	R&B&D - Disp	17.65%	18,728	50.00%	6		0.15568	-2.0778	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	17.65%	18,728	66.67%	3		0.22014	-2.2265	NO
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	27.65%	340	0.00%	1		0.44791	0.6172	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	23.30%	661	0.00%	2		0.29937	0.7782	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	25.00%	12	0.00%	4		0.25000	1.0000	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	29.41%	17	33.33%	3		0.28534	-0.1374	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)	ADSL to Retail	27.65%	340	16.67%	6		0.18419	0.5961	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	23.30%	661	0.00%	2		0.29937	0.7782	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	17.58%	18,310	11.11%	9		0.12692	0.5097	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	17.58%	18,310	0.00%	1		0.38067	0.4618	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	17.55%	18,085	0.00%	2		0.26900	0.6524	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	13.09%	6,408	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)	Design	20.81%	418	23.08%	26		0.08206	-0.2758	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)	Design	17.91%	469	14.29%	7		0.14600	0.2483	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)	R&B	17.58%	18,310	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)	R&B	12.91%	7,257	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	17.58%	18,142						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	12.89%	7,161						

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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)	14.21%	11,564						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	6.49%	2,188						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.77%	130	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	94	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	14.15%	11,664	10.15%	650		0.01405	2.8479	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	6.50%	2,215	5.08%	118		0.02329	0.6081	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	13.67%	12,082	0.00%	6		0.14029	0.9746	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	13.67%	12,082	0.00%	3		0.19838	0.6892	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	45.88%	340	0.00%	1		0.49903	0.9194	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	4.69%	661	0.00%	2		0.14972	0.3132	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	12	0.00%	4		0.00000		YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	5.88%	17	0.00%	3		0.14735	0.3992	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail	45.88%	340	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	4.69%	661	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	14.15%	11,664	0.00%	9		0.11624	1.2177	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	14.15%	11,664	0.00%	1		0.34860	0.4060	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	14.19%	11,561	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	6.49%	2,187	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	0.24%	418	0.00%	26		0.00987	0.2423	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	0.64%	469	0.00%	7		0.03036	0.2107	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	14.15%	11,664	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	6.50%	2,215	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	14.21%	11,564						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	6.49%	2,188						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	KY (%)	BST - State	99.22%	$97,330,611	99.22%	$2,381,043		0.00006	0.1264	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	4.14	1	2.91	1,894				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			76.92%	13				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			90.00%	10				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			100.00%	17				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%			100.00%	11				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	23.00	20	14.50	8	7.657	3.20321	2.6536	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%	19	0.00%	9		0.00000		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%	20	18.18%	11		0.00000		NO
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	1,152	0.00%	144		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	2.86	20	29.95	11	67.481	25.33091	-1.0694	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			18.72	8				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic								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%	12				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	2				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	91				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	54				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%	64	0.00%	25		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	94,383	0.00%	21,523		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.07%	94,383	0.12%	21,523		0.00020	-2.4579	NO

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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	0.40	64	0.05	25	0.757	0.17860	1.9422	YES
	% 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%	64	0.00%	25		0.00000		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%	64	0.00%	25		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	KY (%)	BST - State	99.22%	$97,330,611	96.61%	$477,163		0.00013	204.6066	NO
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	5.43	1	5.48	13,010				NO
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs			1					NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			99.42%					NO
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.97%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.99%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			99.99%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.96%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%								
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.35	1,544,752	1.62	410,935				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.81	8,284	1.62	410,935				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.49	3,934,562	1.08	214,201				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	5.37	676,184	1.08	214,201				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.55	668,417	1.20	72,575				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.30	253,997	1.20	72,575				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.49	1,237,092	2.14	223,916				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.39	285,197	2.14	223,916				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	2.91	4,421,193	1.12	854,059				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.47	1,048,115	1.12	854,059				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.11	8,249,706	4.13	17,033				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.64	586,948	4.13	17,033				NO
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.11	8,249,706	0.34	43,611				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.64	586,948	0.34	43,611				YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.35	1,544,752	1.36	296,911				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.81	8,284	1.36	296,911				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.49	3,934,562	2.30	101,999				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	5.37	676,184	2.30	101,999				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.74	8				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.74	8				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.55	668,417	1.77	29,511				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.30	253,997	1.77	29,511				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.49	1,237,092	1.01	15,838				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.39	285,197	1.01	15,838				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	2.91	4,421,193	1.53	1,116,699				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.47	1,048,115	1.53	1,116,699				YES
	Operations Support Systems - Maintenance and Repair										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.69%					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%			99.98%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			99.99%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			99.96%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	96.46%	1,461,528	96.29%	130,785		0.00053	3.2214	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	1.86%	43,723	3.13%	1,280		0.00383	-3.3038	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.30%	29,764	3.62%	4,728		0.00317	2.1430	NO
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.13%	1,461,474	99.29%	133,504		0.00027	-5.9149	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	95.60%	1,038,330	96.20%	72,833		0.00079	-7.5970	YES
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.69%	99,181	99.45%	6,752		0.00070	3.3732	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	34.16%	5,386	31.95%	601		0.02040	1.0864	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	31.43%	3,188	29.73%	111		0.04482	0.3794	YES
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.33%	50,166	25.85%	4,782		0.00530	-21.7075	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.95%	185,708	99.93%	17,784		0.00018	1.2734	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	87.96%	54,273	88.14%	4,529		0.00503	-0.3693	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.25%	1,461,528	99.58%	130,785		0.00025	-13.1284	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	77.22%	43,723	86.17%	1,280		0.01189	-7.5250	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	71.31%	29,764	41.43%	4,728		0.00708	42.1978	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.74%	1,461,474	99.76%	133,504		0.00015	-1.6888	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	98.76%	1,038,330	98.91%	72,833		0.00042	-3.6326	YES
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.81%	99,181	99.81%	6,752		0.00055	0.0732	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	34.16%	5,386	31.95%	601		0.02040	1.0864	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.34%	3,188	98.20%	111		0.00781	1.4635	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.33%	50,166	25.85%	4,782		0.00530	-21.7075	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	100.00%	185,708	99.99%	17,784		0.00005	0.3846	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.73%	54,273	99.74%	4,529		0.00081	-0.0959	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.75%	1,461,528	0.42%	130,785		0.00025	13.1284	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	22.78%	43,723	13.83%	1,280		0.01189	7.5250	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	28.69%	29,764	58.57%	4,728		0.00708	-42.1978	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.26%	1,461,474	0.24%	133,504		0.00015	1.6888	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	1.24%	1,038,330	1.09%	72,833		0.00042	3.6326	YES
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.19%	99,181	0.19%	6,752		0.00055	-0.0732	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	65.84%	5,386	68.05%	601		0.02040	-1.0864	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.66%	3,188	1.80%	111		0.00781	-1.4635	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	85.67%	50,166	74.15%	4,782		0.00530	21.7075	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.00%	185,708	0.01%	17,784		0.00005	-0.3846	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.27%	54,273	0.26%	4,529		0.00081	0.0959	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)	<= 20 days								
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 30 days			9	2				YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 30 days			4	1				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days			47	1				YES
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			10	1				YES
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days			53	1				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/KY (%)	< 5% missed			0.00%	2				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			92.56%	428,681				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			92.56%	428,681				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			93.55%	146,132				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			81.40%	4,225				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			92.21%	278,324				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			86.56%	458,400				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			86.56%	458,400				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			87.80%	155,702				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			62.17%	5,532				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			86.36%	297,166				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			82.81%	9,405				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			82.81%	9,405				NO
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days			100.00%	1				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min			99.73%	367				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 5 bus days			100.00%	2				YES
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	392.25	5,402,010	17.00	74,387				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	53.04	1,846,757	27.80	85,878				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD			3.70					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD			86.30%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD			4.76					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			89.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	KY (hours)	PBD			0.83	1,877				PBD
	% Accuracy										
F.8.2	E-2	KY (%)	PBD			97.38%	90,239				PBD
	% Timeliness										
F.8.3	E-1	KY (%)	PBD			100.00%	1,877				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	98.25%	3,431	100.00%	29,399		0.00236	-7.3806	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.65%	26,116	99.34%	741,517,597		0.00036	8.4765	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.87%	26,116	99.91%	741,517,597		0.00023	-2.1125	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.35	26,116	2.20	741,517,597				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/KY (%)	Parity w Retail	92.76%	$2,570,605	97.35%	$97,583		0.00314	-14.6196	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%			99.24%	$118,306				YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			99.84%	$2,737				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/KY (%)	Parity w Retail	87.33%	$4,066,817	99.17%	$123,154		0.00270	-43.8158	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			99.58%	$135,775				YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			99.47%	$56,214				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days								
	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			94.12%	17				NO
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6	Region (%)	>= 95% w in 10 days			100.00%	1				YES
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6	Region (%)	>= 95% w in 30 days			25.00%	8				NO
	% 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			33.33%	6				NO
		% Change Requests Accepted or Rejected within 10 Business Days									
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	10				YES
		% Change Requests Rejected Within The Reporting Period									
F.10.11	CM-8	Region (%)	Diagnostic			50.00%	10				Diagnostic
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented									
F.10.12	CM-9	Region (number)	= 0 Defects			0					YES
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented									
F.10.13	CM-9	Region (number)	= 0 Defects			2					NO
		Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented									
F.10.14	CM-9	Region (number)	= 0 Defects			3					NO
		% Test Deck Weight Failure in Production Release									
F.10.15	CM-10	Region (%)	<= 5%			2.00%	100				YES
		% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented									
F.10.16	CM-11	Region (%)	>= 95% w in 60 days								
		% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented									
F.10.17	CM-11	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
		% New Business Requests Processed within 30 Business Days									
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	2				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			100.00%	209,514				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	512,272				YES
		Acknowledgement Message Completeness									
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	209,516				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	512,273				NO
	General - Database Updates										
		Average Database Update Interval									
F.13.1.1	D-1	LIDB/KY (hours)	PBD	0.40	21	0.40	21				PBD
F.13.1.2	D-1	Directory Listings/KY (hours)	PBD	0.04	26	0.04	26				PBD
F.13.1.3	D-1	Directory Assistance/KY (hours)	PBD	3.06	22	3.05	22				PBD
		% Update Accuracy									
F.13.2.1	D-2	LIDB/KY (%)	>= 95%			100.00%	1,502				YES
F.13.2.2	D-2	Directory Listings/KY (%)	>= 95%			100.00%	816				YES
F.13.2.3	D-2	Directory Assistance/KY (%)	>= 95%			99.34%	760				YES
		% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3	Region (%)	100%			100.00%	19				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Network Outage Notification									
	Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	464	1	445	1				YES