

BellSouth Monthly State Summary Kentucky, January 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.17.6.1	>= 95%								
A.1.17.6.2	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	>= 95%			100.00%	45				YES
A.1.18.1.2	>= 95%			97.81%	3,489				YES
A.1.18.2.1	>= 95%								
A.1.18.2.2	>= 95%			96.67%	270				YES
A.1.18.3.1	>= 95%								
A.1.18.3.2	>= 95%								
A.1.18.4.1	>= 95%								
A.1.18.4.2	>= 95%								
A.1.18.5.1	>= 95%								
A.1.18.5.2	>= 95%								
A.1.18.6.1	>= 95%								
A.1.18.6.2	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	>= 95%			94.95%	99				NO
A.1.19.2	>= 95%			100.00%	41				YES
A.1.19.3	>= 95%			86.49%	37				NO
A.1.19.4	>= 95%			85.71%	7				NO
A.1.19.5	>= 95%			100.00%	2				YES
A.1.19.6	>= 95%			90.00%	10				NO

Resale - Provisioning

	Res	6.86	4,624	5.87	196	7.606	0.55467	1.7957	YES
A.2.1.1.1	Res	0.89	128,671	0.59	4,200	0.884	0.01386	22,0845	YES
A.2.1.1.2	Res	8.86	7	2.00	1	6.644	7.10274	0.9654	YES
A.2.1.2.1	Res	5.47	1,602	2.07	40	12,969	2,07604	1,6412	YES
A.2.1.2.2	Res	1.38	7,233	0.53	155	2,455	0.19928	4,2766	YES
A.2.1.2.3	Res	21.88	16			22,099			
A.2.1.2.4	Res	0.33	1			0.000			
A.2.1.2.5	Design	22.22	418	8.00	1	20,872	20,89662	0.6807	YES
A.2.1.3.1	Design	3.22	252	4.60	5	5,672	2,58174	-0.5404	YES
A.2.1.3.2	Design	32.30	40			24,937			
A.2.1.3.3	Design	6.48	11			4,296			
A.2.1.4.1	PBX	2.12	48	3.33	3	3,606	2,14612	-0.5663	YES
A.2.1.4.2	PBX	1.00	2			0.000			
A.2.1.4.3	PBX	3.23	96			3,276			
A.2.1.5.1	Centrex	1.61	185			2,047			
A.2.1.5.2	Centrex	6.87	5			4,857			
A.2.1.5.3	Centrex	11.50	2			2,121			
A.2.1.5.4	Centrex	23.10	51	6.00	1	32,879	33,20012	0.5152	YES
A.2.1.6.1	ISDN	2.43	70	2.00	1	6,512	6,55791	0.0661	YES
A.2.1.6.2	ISDN	28.00	15			26,487			
A.2.1.6.3	ISDN	5.29	15			4,762			
Held Orders									
A.2.2.1.1	Res	47.58	105	0.00	0	66,315			YES
A.2.2.1.2	Res	0.00	0	0.00	0				YES
A.2.2.1.3	Res	20.82	11	0.00	0	33,199			YES
A.2.2.1.2.1	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	Res	0.00	0	0.00	0				YES

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	64.17	12	0.00	0	105.550			YES
Bus	3.00	1	0.00	0	0.000			YES
Bus	1.00	2	0.00	0	0.000			YES
Bus	0.00	0						
Bus	0.00	0						
Bus	0.00	0						
Design	0.00	0	0.00	0				YES
Design	0.00	0	0.00	0				YES
Design	0.00	0	0.00	0				YES
Design	0.00	0						
Design	0.00	0						
Design	0.00	0						
Design	0.00	0						
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0	0.00	0				YES
PBX	0.00	0						
PBX	0.00	0						
PBX	0.00	0						
Centrex	0.00	0						
Centrex	0.00	0						
Centrex	0.00	0						
Centrex	0.00	0						
Centrex	0.00	0						
ISDN	23.00	1	0.00	0	0.000			YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES
ISDN	0.00	0	0.00	0				YES

Res	0.27%	142,819	0.35%	4,909		0.00075	-1.0089	YES
Bus	1.49%	9,352	0.00%	228		0.00811	1.8325	YES
Design	9.43%	754						
PBX	2.98%	67						
Centrex	2.38%	293						
ISDN	9.49%	158						

Diagnostic	0.00%		0.00%	93				Diagnostic
Diagnostic	0.00%		0.00%	29				Diagnostic
Diagnostic	0.00%		0.00%	7				Diagnostic
Diagnostic	0.00%		0.00%	2				Diagnostic
Diagnostic	0.00%		0.00%	4				Diagnostic

>= 48 hrs	198.89	16						YES
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								

Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Benchmark/
Analog

P-1	Business<10 circuits/Facility/KY (days)							
P-1	Business<10 circuits/Equipment/KY (days)							
P-1	Business<10 circuits/Other/KY (days)							
P-1	Business>=10 circuits/Facility/KY (days)							
P-1	Business>=10 circuits/Equipment/KY (days)							
P-1	Business>=10 circuits/Other/KY (days)							
P-1	Design (Specials)/<10 circuits/Facility/KY (days)							
P-1	Design (Specials)/<10 circuits/Equipment/KY (days)							
P-1	Design (Specials)/<10 circuits/Other/KY (days)							
P-1	Design (Specials)/>=10 circuits/Facility/KY (days)							
P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)							
P-1	Design (Specials)/>=10 circuits/Other/KY (days)							
P-1	PBX<10 circuits/Facility/KY (days)							
P-1	PBX<10 circuits/Equipment/KY (days)							
P-1	PBX<10 circuits/Other/KY (days)							
P-1	PBX>=10 circuits/Facility/KY (days)							
P-1	PBX>=10 circuits/Equipment/KY (days)							
P-1	PBX>=10 circuits/Other/KY (days)							
P-1	Centrex<10 circuits/Facility/KY (days)							
P-1	Centrex<10 circuits/Equipment/KY (days)							
P-1	Centrex<10 circuits/Other/KY (days)							
P-1	Centrex/>=10 circuits/Facility/KY (days)							
P-1	Centrex/>=10 circuits/Equipment/KY (days)							
P-1	Centrex/>=10 circuits/Other/KY (days)							
P-1	ISDN<10 circuits/Facility/KY (days)							
P-1	ISDN<10 circuits/Equipment/KY (days)							
P-1	ISDN<10 circuits/Other/KY (days)							
P-1	ISDN/>=10 circuits/Facility/KY (days)							
P-1	ISDN/>=10 circuits/Equipment/KY (days)							
P-1	ISDN/>=10 circuits/Other/KY (days)							

% Jeopardies - Mechanized

P-2	Residence/KY (%)							
P-2	Business/KY (%)							
P-2	Design (Specials)/KY (%)							
P-2	PBX/KY (%)							
P-2	Centrex/KY (%)							
P-2	ISDN/KY (%)							

% Jeopardies - Non-Mechanized

P-2	Residence/KY (%)							
P-2	Business/KY (%)							
P-2	Design (Specials)/KY (%)							
P-2	PBX/KY (%)							
P-2	Centrex/KY (%)							
P-2	ISDN/KY (%)							

Average Jeopardy Notice Interval - Mechanized

P-2	Residence/KY (hours)							
P-2	Business/KY (hours)							
P-2	Design (Specials)/KY (hours)							
P-2	PBX/KY (hours)							
P-2	Centrex/KY (hours)							
P-2	ISDN/KY (hours)							

Average Jeopardy Notice Interval - Non-Mechanized

P-2	Residence/KY (hours)							
P-2	Business/KY (hours)							
P-2	Design (Specials)/KY (hours)							
P-2	PBX/KY (hours)							
P-2	Centrex/KY (hours)							

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Benchmark/
Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

Zscore

Equity

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
95% >= 48 hrs				16				YES
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								
95% >= 48 hrs								

Bellsouth Monthly State Summary Kentucky, January 2003

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

Average Completion Notice Interval - Mechanized

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

Average Completion Notice Interval - Non-Mechanized

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

Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
6.25%	96						
8.86%	79						
33.33%	6						
0.00%	2						
7.14%	70	100.00%	1	0.25837	0.00000	-3.5801	NO
0.00%	62	0.00%	3	0.00000	0.00000		YES
6.25%	16	100.00%	1	0.24951	0.00000	-3.7573	NO
0.00%	3	0.00%	1	0.00000	0.00000		YES

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
5.98	5272	0.55	218	23.641	1.63392	3.3238	YES
0.74	137,199	0.39	4,689	8.829	0.13113	2.6905	YES
0.02	10	0.02	1	0.000	0.00000		YES
2.32	1,719	0.02	48	13.602	1.99053	1.1585	YES
0.99	7,553	0.31	182	8.827	0.66214	1.0254	YES
9.78	17			40.048			
0.42	1			0.000			
3.53	427			19.554			
0.32	254			0.148			
9.57	49			23.928			
3.02	11			6.056			
7.32	48			38.048			
63.35	1			0.000			
0.24	3			0.197			
0.85	99			4.005			
1.57	186			7.135			
1.07	5			0.828			
0.02	2			0.000			
15.89	52			24.923			
1.28	69			7.997			
4.22	15			6.618			
3.00	15			7.216			

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
16.61	16						Diagnostic
5.27	80						Diagnostic
							Diagnostic
							Diagnostic
0.02	4						Diagnostic
7.54	26						Diagnostic
							Diagnostic
							Diagnostic
23.65	2						Diagnostic
32.61	6						Diagnostic
							Diagnostic
							Diagnostic
22.92	3						Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
40.78	1						Diagnostic
16.16	2						Diagnostic
38.00	1						Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%		93.67%	79				NO
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%		92.68%	123				NO
P-11 Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%		75.00%	8				NO
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%		57.89%	19				NO

Resale - Maintenance and Repair

Missed Repair Appointments								
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)						
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)						
A.3.1.2	M&R-1	Business/Dispatch/KY (%)						
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)						
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)						
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)						
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)						
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)						
A.3.1.5.1	Centrex	Centrex/Dispatch/KY (%)						
A.3.1.5.2	Centrex	Centrex/Non-Dispatch/KY (%)						
A.3.1.6.1	ISDN	ISDN/Dispatch/KY (%)						
A.3.1.6.2	ISDN	ISDN/Non-Dispatch/KY (%)						

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)						
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)						
A.3.2.2	M&R-2	Business/Dispatch/KY (%)						
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)						
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)						
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)						
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)						
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)						
A.3.2.5.1	Centrex	Centrex/Dispatch/KY (%)						
A.3.2.5.2	Centrex	Centrex/Non-Dispatch/KY (%)						
A.3.2.6.1	ISDN	ISDN/Dispatch/KY (%)						
A.3.2.6.2	ISDN	ISDN/Non-Dispatch/KY (%)						

Maintenance Average Duration

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

% Repeat Troubles within 30 Days

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

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%			93.67%	79				NO
>= 95%			92.68%	123				NO
>= 95%			75.00%	8				NO
>= 95%			57.89%	19				NO

Res	9.39%	14,398	4.36%	413		0.01456	3.4565	YES
Res	1.83%	6,434	2.74%	73		0.01579	-0.5735	YES
Bus	8.81%	2,235	10.87%	46		0.04223	-0.4867	YES
Bus	2.16%	1,155	0.00%	9		0.04870	0.4445	YES
Design	1.20%	333	0.00%	6		0.04487	0.2677	YES
Design	0.82%	490	0.00%	10		0.02874	0.2840	YES
PBX	6.25%	80	0.00%	0				YES
PBX	6.38%	47	33.33%	3		0.14557	-1.8514	NO
Centrex	10.23%	175	0.00%	1		0.30464	0.3376	YES
Centrex	1.07%	187	0.00%	1		0.10314	0.1037	YES
ISDN	0.00%	28	0.00%	0				YES
ISDN	0.00%	45	0.00%	1		0.00000		YES

Res	1.82%	790,183	2.36%	17,531		0.00103	-5.1780	NO
Res	0.81%	790,183	0.42%	17,531		0.00069	5.7739	YES
Bus	1.11%	200,945	1.22%	3,772		0.00173	-0.6189	YES
Bus	0.57%	200,945	0.24%	3,772		0.00125	2.6982	YES
Design	0.40%	82,595	0.77%	782		0.00277	-1.5960	YES
Design	0.59%	82,595	1.28%	782		0.00228	-2.4772	NO
PBX	0.23%	35,078	0.00%	728		0.00179	1.2754	YES
PBX	0.13%	35,078	0.41%	728		0.00137	-2.0290	NO
Centrex	0.31%	55,906	0.41%	241		0.00361	-0.2822	YES
Centrex	0.33%	55,906	0.41%	241		0.00373	-0.2155	YES
ISDN	0.04%	62,596	0.00%	430		0.00102	0.4371	YES
ISDN	0.07%	62,596	0.23%	430		0.00130	-1.2384	YES

Res	25.28	14,398	18.20	413	33.791	1.68645	4.1989	YES
Res	8.65	6,434	5.48	73	18.176	2.13935	1.5762	YES
Bus	10.92	2,235	11.54	46	15.269	2.27432	-0.2726	YES
Bus	2.33	1,155	2.22	9	6.194	2.07264	0.0524	YES
Design	5.19	333	3.58	6	5.099	2.10027	0.7674	YES
Design	3.02	490	2.04	10	15.138	4.83556	0.2040	YES
PBX	8.20	80	0.00	0	9.593			YES
PBX	5.78	47	17.97	3	8.241	4.90756	-2.4830	NO
Centrex	12.63	175	5.00	1	19.255	19.31007	0.3952	YES
Centrex	2.41	187	2.00	1	5.914	5.92938	0.0697	YES
ISDN	5.77	28	0.00	0	3.259			YES
ISDN	1.90	45	3.82	1	1.805	1.82473	-1.0504	YES

Res	13.88%	14,398	7.99%	413		0.01725	3.4119	YES
Res	8.14%	6,434	10.96%	73		0.03219	-0.8743	YES
Bus	9.84%	2,235	6.52%	46		0.04437	0.7486	YES
Bus	7.71%	1,155	0.00%	9		0.08924	0.8635	YES
Design	18.32%	333	0.00%	6		0.15933	1.1497	YES
Design	14.50%	490	20.00%	10		0.11374	-0.4486	YES
PBX	8.75%	80	0.00%	0				YES
PBX	6.38%	47	0.00%	3		0.14557	0.4385	YES
Centrex	9.71%	175	0.00%	1		0.29700	0.3271	YES
Centrex	6.42%	187	0.00%	1		0.24571	0.2812	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 (%)	21.43%	28	0.00%	0		0.31774	0.3497	YES
A.3.4.6.2	M&R-4 ISDN/Non-Dispatch/KY (%)	11.11%	45	0.00%	1				YES
Out of Service > 24 hours									
A.3.5.1.1	M&R-5 Residence/Dispatch/KY (%)	10.51%	8,661	5.23%	306		0.01784	2.9582	YES
A.3.5.1.2	M&R-5 Residence/Non-Dispatch/KY (%)	5.01%	1,557	5.13%	39		0.03537	-0.0395	YES
A.3.5.2.1	M&R-5 Business/Dispatch/KY (%)	4.23%	1,252	0.00%	24		0.04149	1.0203	YES
A.3.5.2.2	M&R-5 Business/Non-Dispatch/KY (%)	0.79%	382	0.00%	3		0.05116	0.1535	YES
A.3.5.3.1	M&R-5 Design (Specials/Dispatch/KY (%)	1.20%	333	0.00%	6		0.04487	0.2677	YES
A.3.5.3.2	M&R-5 Design (Specials/Non-Dispatch/KY (%)	0.82%	490	0.00%	10		0.02874	0.2840	YES
A.3.5.4.1	M&R-5 PBX/Dispatch/KY (%)	1.45%	69	0.00%	0				YES
A.3.5.4.2	M&R-5 PBX/Non-Dispatch/KY (%)	7.69%	39	0.00%	3		0.15965	0.4818	YES
A.3.5.5.1	M&R-5 Centrex/Dispatch/KY (%)	9.52%	84	0.00%	1		0.29529	0.3225	YES
A.3.5.5.2	M&R-5 Centrex/Non-Dispatch/KY (%)	0.80%	125	0.00%	0				YES
A.3.5.6.1	M&R-5 ISDN/Dispatch/KY (%)	0.00%	28	0.00%	0				YES
A.3.5.6.2	M&R-5 ISDN/Non-Dispatch/KY (%)	0.00%	45	0.00%	1		0.00000		YES

Resale - Billing

Invoice Accuracy	
B-1	KY (%)
Mean Time to Deliver Invoices - CRIS	
B-2	Region (business days)

99.40%	\$97,836,491	99.74%	\$1,121,513	0.00007	-45.2532	YES
4.37	1	3.15	1,988			YES

BST - State
BST - Region

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B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCLJ/KY (%)	>= 95% w in 3 hrs
B.1.9.6	O-9	ISDN Loop (UDN, UDCJ/KY (%)	>= 95% w in 3 hrs
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs
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
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
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs
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

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 Interface Transport/KY (%)	>= 85% w in 10 hrs
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCLJ/KY (%)	>= 85% w in 10 hrs
B.1.12.6	O-9	ISDN Loop (UDN, UDCJ/KY (%)	>= 85% w in 10 hrs
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs
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
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs
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

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 Interface Transport/KY (%)	>= 85% w in 36 hrs
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCLJ/KY (%)	>= 85% w in 36 hrs
B.1.13.6	O-9	ISDN Loop (UDN, UDCJ/KY (%)	>= 85% w in 36 hrs
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs
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
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs

FOC & Reject Response Completeness - Mechanized

B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%
B.1.14.1.2	O-11	Local Interface Transport/EDI/KY (%)	>= 95%
B.1.14.2.1	O-11	Local Interface Transport/EDI/KY (%)	>= 95%
B.1.14.2.2	O-11	Local Interface Transport/EDI/KY (%)	>= 95%
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		99.87%	14,653				YES
		100.00%	44				YES
		100.00%	28				YES
		99.42%	172				YES
		93.75%	16				NO
		100.00%	41				YES
		99.94%	1,776				YES
		100.00%	1,189				YES

		96.59%	1,905				YES
		100.00%	2				YES
		100.00%	1				YES
		92.86%	14				YES
		100.00%	16				YES
		100.00%	4				YES
		97.96%	49				YES
		94.68%	94				YES
		96.19%	236				YES

		100.00%	1				YES
		98.35%	121				YES
		77.78%	18				NO
		100.00%	12				YES
		100.00%	8				YES
		100.00%	3				YES
		100.00%	4				YES
		100.00%	3				YES
		97.50%	40				YES
		98.78%	164				YES
		100.00%	36				YES
		99.88%	808				YES

		100.00%	11,995				YES

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

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Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-11 Loop + Port Combinations/TAGIKY (%)		99.27%	5,052				YES
O-11 Combo Other/EDIJKY (%)							YES
O-11 Combo Other/TAGIKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/EDIJKY (%)		100.00%	33				YES
O-11 xDSL (ADSL, HDSL and UCL)/TAGIKY (%)		100.00%	20				YES
O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)		90.32%	31				NO
O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)		100.00%	2				YES
O-11 Line Sharing/EDIJKY (%)		100.00%	155				YES
O-11 Line Sharing/TAGIKY (%)		100.00%	80				YES
O-11 2W Analog Loop Design/EDIJKY (%)							YES
O-11 2W Analog Loop Design/TAGIKY (%)							YES
O-11 2W Analog Loop Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 Other Design/EDIJKY (%)							YES
O-11 Other Design/TAGIKY (%)							YES
O-11 Other Non-Design/EDIJKY (%)							YES
O-11 Other Non-Design/TAGIKY (%)							YES
O-11 INP Standalone/EDIJKY (%)							YES
O-11 INP Standalone/TAGIKY (%)							YES
O-11 LNP Standalone/EDIJKY (%)							YES
O-11 LNP Standalone/TAGIKY (%)							YES

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-11 Loop + Port Combinations/TAGIKY (%)		99.27%	5,052				YES
O-11 Combo Other/EDIJKY (%)							YES
O-11 Combo Other/TAGIKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/EDIJKY (%)		100.00%	33				YES
O-11 xDSL (ADSL, HDSL and UCL)/TAGIKY (%)		100.00%	20				YES
O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)		90.32%	31				NO
O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)		100.00%	2				YES
O-11 Line Sharing/EDIJKY (%)		100.00%	155				YES
O-11 Line Sharing/TAGIKY (%)		100.00%	80				YES
O-11 2W Analog Loop Design/EDIJKY (%)							YES
O-11 2W Analog Loop Design/TAGIKY (%)							YES
O-11 2W Analog Loop Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 Other Design/EDIJKY (%)							YES
O-11 Other Design/TAGIKY (%)							YES
O-11 Other Non-Design/EDIJKY (%)							YES
O-11 Other Non-Design/TAGIKY (%)							YES
O-11 INP Standalone/EDIJKY (%)							YES
O-11 INP Standalone/TAGIKY (%)							YES
O-11 LNP Standalone/EDIJKY (%)							YES
O-11 LNP Standalone/TAGIKY (%)							YES

FOC & Reject Response Completeness - Partially Mechanized

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-11 Switch Ports/EDIJKY (%)							YES
O-11 Switch Ports/TAGIKY (%)							YES
O-11 Local Interoffice Transport/EDIJKY (%)							YES
O-11 Local Interoffice Transport/TAGIKY (%)							YES
O-11 Loop + Port Combinations/EDIJKY (%)							YES
O-11 Loop + Port Combinations/TAGIKY (%)							YES
O-11 Combo Other/EDIJKY (%)							YES
O-11 Combo Other/TAGIKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/EDIJKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/TAGIKY (%)							YES
O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)							YES
O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)							YES
O-11 Line Sharing/EDIJKY (%)							YES
O-11 Line Sharing/TAGIKY (%)							YES
O-11 2W Analog Loop Design/EDIJKY (%)							YES
O-11 2W Analog Loop Design/TAGIKY (%)							YES
O-11 2W Analog Loop Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 Other Design/EDIJKY (%)							YES
O-11 Other Design/TAGIKY (%)							YES
O-11 Other Non-Design/EDIJKY (%)							YES
O-11 Other Non-Design/TAGIKY (%)							YES

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-11 Switch Ports/EDIJKY (%)							YES
O-11 Switch Ports/TAGIKY (%)							YES
O-11 Local Interoffice Transport/EDIJKY (%)							YES
O-11 Local Interoffice Transport/TAGIKY (%)							YES
O-11 Loop + Port Combinations/EDIJKY (%)							YES
O-11 Loop + Port Combinations/TAGIKY (%)							YES
O-11 Combo Other/EDIJKY (%)							YES
O-11 Combo Other/TAGIKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/EDIJKY (%)							YES
O-11 xDSL (ADSL, HDSL and UCL)/TAGIKY (%)							YES
O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)							YES
O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)							YES
O-11 Line Sharing/EDIJKY (%)							YES
O-11 Line Sharing/TAGIKY (%)							YES
O-11 2W Analog Loop Design/EDIJKY (%)							YES
O-11 2W Analog Loop Design/TAGIKY (%)							YES
O-11 2W Analog Loop Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							YES
O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							YES
O-11 Other Design/EDIJKY (%)							YES
O-11 Other Design/TAGIKY (%)							YES
O-11 Other Non-Design/EDIJKY (%)							YES
O-11 Other Non-Design/TAGIKY (%)							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	>= 95%	98.02%	205				YES
B.1.15.16.1	O-11	>= 95%						YES
B.1.15.16.2	O-11	>= 95%	100.00%	332				YES
B.1.15.17.1	O-11	>= 95%	100.00%	3				YES
B.1.15.17.2	O-11	>= 95%						YES

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.16.1	O-11	>= 95%	100.00%	1				YES
B.1.16.2	O-11	>= 95%	97.62%	252				YES
B.1.16.3	O-11	>= 95%	100.00%	38				YES
B.1.16.4	O-11	>= 95%	94.74%	19				NO
B.1.16.5	O-11	>= 95%	100.00%	14				YES
B.1.16.6	O-11	>= 95%	100.00%	6				YES
B.1.16.7	O-11	>= 95%	100.00%	6				YES
B.1.16.8	O-11	>= 95%						YES
B.1.16.9	O-11	>= 95%						YES
B.1.16.10	O-11	>= 95%						YES
B.1.16.11	O-11	>= 95%						YES
B.1.16.12	O-11	>= 95%						YES
B.1.16.13	O-11	>= 95%						YES
B.1.16.14	O-11	>= 95%						YES
B.1.16.15	O-11	>= 95%						NO
B.1.16.16	O-11	>= 95%						NO
B.1.16.17	O-11	>= 95%	97.91%	1,102				YES

FOC & Reflect Response Completeness - Non-Mechanized

B.1.17.1.1	O-11	>= 95%							
B.1.17.1.2	O-11	>= 95%							
B.1.17.2.1	O-11	>= 95%							
B.1.17.2.2	O-11	>= 95%							
B.1.17.3.1	O-11	>= 95%	99.92%	11,995				YES	
B.1.17.3.2	O-11	>= 95%	99.70%	5,015				YES	
B.1.17.4.1	O-11	>= 95%							
B.1.17.4.2	O-11	>= 95%							
B.1.17.5.1	O-11	>= 95%	100.00%	33				YES	
B.1.17.5.2	O-11	>= 95%	100.00%	20				YES	
B.1.17.6.1	O-11	>= 95%	100.00%	28				YES	
B.1.17.6.2	O-11	>= 95%	100.00%	2				YES	
B.1.17.7.1	O-11	>= 95%	97.42%	155				YES	
B.1.17.7.2	O-11	>= 95%	96.25%	80				YES	
B.1.17.8.1	O-11	>= 95%	100.00%	1				YES	
B.1.17.8.2	O-11	>= 95%							
B.1.17.9.1	O-11	>= 95%	100.00%	17				YES	
B.1.17.9.2	O-11	>= 95%							
B.1.17.10.1	O-11	>= 95%							
B.1.17.10.2	O-11	>= 95%							
B.1.17.11.1	O-11	>= 95%							
B.1.17.11.2	O-11	>= 95%							
B.1.17.12.1	O-11	>= 95%							
B.1.17.12.2	O-11	>= 95%							
B.1.17.13.1	O-11	>= 95%							
B.1.17.13.2	O-11	>= 95%							
B.1.17.14.1	O-11	>= 95%	97.56%	41				YES	
B.1.17.14.2	O-11	>= 95%	100.00%	10				YES	
B.1.17.15.1	O-11	>= 95%	96.72%	702				YES	
B.1.17.15.2	O-11	>= 95%	100.00%	1,231				YES	
B.1.17.16.1	O-11	>= 95%							
B.1.17.16.2	O-11	>= 95%							
B.1.17.17.1	O-11	>= 95%	93.77%	1,235				NO	
B.1.17.17.2	O-11	>= 95%	100.00%	5				YES	

FOC & Reflect Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	>= 95%							
B.1.17.1.2	O-11	>= 95%							
B.1.17.2.1	O-11	>= 95%							
B.1.17.2.2	O-11	>= 95%							
B.1.17.3.1	O-11	>= 95%							
B.1.17.3.2	O-11	>= 95%							
B.1.17.4.1	O-11	>= 95%							
B.1.17.4.2	O-11	>= 95%							
B.1.17.5.1	O-11	>= 95%							
B.1.17.5.2	O-11	>= 95%							
B.1.17.6.1	O-11	>= 95%							
B.1.17.6.2	O-11	>= 95%							
B.1.17.7.1	O-11	>= 95%							
B.1.17.7.2	O-11	>= 95%							
B.1.17.8.1	O-11	>= 95%							
B.1.17.8.2	O-11	>= 95%							
B.1.17.9.1	O-11	>= 95%							
B.1.17.9.2	O-11	>= 95%							
B.1.17.10.1	O-11	>= 95%							
B.1.17.10.2	O-11	>= 95%							
B.1.17.11.1	O-11	>= 95%							
B.1.17.11.2	O-11	>= 95%							
B.1.17.12.1	O-11	>= 95%							
B.1.17.12.2	O-11	>= 95%							
B.1.17.13.1	O-11	>= 95%							
B.1.17.13.2	O-11	>= 95%							
B.1.17.14.1	O-11	>= 95%							
B.1.17.14.2	O-11	>= 95%							
B.1.17.15.1	O-11	>= 95%							
B.1.17.15.2	O-11	>= 95%							
B.1.17.16.1	O-11	>= 95%							
B.1.17.16.2	O-11	>= 95%							
B.1.17.17.1	O-11	>= 95%							
B.1.17.17.2	O-11	>= 95%							

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Benchmark/
Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

Zscore

Equity

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

Item	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%			95.97%	1,215				YES
B.1.18.3.2	>= 95%			91.27%	1,203				NO
B.1.18.4.1	>= 95%								
B.1.18.4.2	>= 95%								
B.1.18.5.1	>= 95%			100.00%	2				YES
B.1.18.5.2	>= 95%								
B.1.18.6.1	>= 95%			100.00%	1				YES
B.1.18.6.2	>= 95%			93.33%	15				NO
B.1.18.7.1	>= 95%			100.00%	7				YES
B.1.18.7.2	>= 95%								
B.1.18.8.1	>= 95%			93.75%	16				NO
B.1.18.8.2	>= 95%								
B.1.18.9.1	>= 95%			100.00%	5				YES
B.1.18.9.2	>= 95%								
B.1.18.10.1	>= 95%								
B.1.18.10.2	>= 95%								
B.1.18.11.1	>= 95%								
B.1.18.11.2	>= 95%								
B.1.18.12.1	>= 95%								
B.1.18.12.2	>= 95%								
B.1.18.13.1	>= 95%								
B.1.18.13.2	>= 95%								
B.1.18.14.1	>= 95%			92.86%	14				NO
B.1.18.14.2	>= 95%			100.00%	41				YES
B.1.18.15.1	>= 95%			94.12%	17				NO
B.1.18.15.2	>= 95%			98.52%	203				YES
B.1.18.16.1	>= 95%								
B.1.18.17.1	>= 95%			91.87%	332				NO
B.1.18.17.2	>= 95%			100.00%	3				YES

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

Item	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.19.1	>= 95%								
B.1.19.2	>= 95%								
B.1.19.3	>= 95%			100.00%	1				YES
B.1.19.4	>= 95%			95.93%	246				YES
B.1.19.5	>= 95%			86.84%	38				NO
B.1.19.6	>= 95%			100.00%	18				YES
B.1.19.7	>= 95%								
B.1.19.8	>= 95%			100.00%	14				YES
B.1.19.9	>= 95%			100.00%	6				YES
B.1.19.10	>= 95%			100.00%	6				YES
B.1.19.11	>= 95%								
B.1.19.12	>= 95%			75.00%	4				NO
B.1.19.13	>= 95%			96.55%	58				YES
B.1.19.14	>= 95%			96.79%	218				YES
B.1.19.15	>= 95%			95.45%	44				YES
B.1.19.16	>= 95%			97.22%	1,079				YES
B.1.19.17	>= 95%								

Unbundled Network Elements - Provisioning

Order Completion Interval	R&B (POTS)
P.4 Switch Ports<10 circuits/DispatchKY (days)	6.50 6.226 9.305

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	49.28	117	0.00	0	70.885			YES
R&B (POTS)	3.00	1	0.00	0	0.000			YES
R&B (POTS)	17.77	13	0.00	0	31.207			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
Digital Loop < DS1	11.59	17	0.00	0	9.111			YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	3.00	1	0.00	0	0.000			YES
Digital Loop < DS1	0.00	0						
Digital Loop < DS1	0.00	0						
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0	0.00	0				YES
Digital Loop >= DS1	0.00	0						
Digital Loop >= DS1	0.00	0						
Digital Loop >= DS1	0.00	0						
Digital Loop >= DS1	0.00	0						

B.2.3.16.2.1	INP (Standalone)/>=10 circuits/Facility/KY (days)
B.2.3.16.2.2	INP (Standalone)/>=10 circuits/Equipment/KY (days)
B.2.3.16.2.3	INP (Standalone)/>=10 circuits/Other/KY (days)
B.2.3.17.1.1	LNP (Standalone)/<10 circuits/Facility/KY (days)
B.2.3.17.1.2	LNP (Standalone)/<10 circuits/Equipment/KY (days)
B.2.3.17.1.3	LNP (Standalone)/<10 circuits/Other/KY (days)
B.2.3.17.2.1	LNP (Standalone)/>=10 circuits/Facility/KY (days)
B.2.3.17.2.2	LNP (Standalone)/>=10 circuits/Equipment/KY (days)
B.2.3.17.2.3	LNP (Standalone)/>=10 circuits/Other/KY (days)
B.2.3.18.1.1	Digital Loop < DS1/<10 circuits/Facility/KY (days)
B.2.3.18.1.2	Digital Loop < DS1/<10 circuits/Equipment/KY (days)
B.2.3.18.1.3	Digital Loop < DS1/<10 circuits/Other/KY (days)
B.2.3.18.2.1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)
B.2.3.18.2.2	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)
B.2.3.18.2.3	Digital Loop < DS1/>=10 circuits/Other/KY (days)
B.2.3.19.1.1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)
B.2.3.19.1.2	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)
B.2.3.19.1.3	Digital Loop >= DS1/<10 circuits/Other/KY (days)
B.2.3.19.2.1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)
B.2.3.19.2.2	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)
B.2.3.19.2.3	Digital Loop >= DS1/>=10 circuits/Other/KY (days)

% Jeopardies - Mechanized

B.2.5.1	Switch Ports/KY (%)	152,171							
B.2.5.2	Local Interoffice Transports/KY (%)	300							
B.2.5.3	Loop + Port Combinations/KY (%)	152,595	0.12%	13,684		0.00053	4.2748	YES	
B.2.5.4	Combo Other/KY (%)	7,719							
B.2.5.5	xDSL (ADSL, HDSL and UCL)/KY (%)	2,736	0.00%	16		0.05883	0.9940	YES	
B.2.5.6	UNE ISDN/KY (%)	57	0.00%	6		0.12141	0.7225	YES	
B.2.5.7	Line Sharing/KY (%)	2,736							
B.2.5.8	2W Analog Loop Design/KY (%)	152,595							
B.2.5.9	2W Analog Loop Non-Design/KY (%)	83,590							
B.2.5.10	2W Analog Loop w/INP Design/KY (%)	152,595							
B.2.5.11	2W Analog Loop w/INP Non-Design/KY (%)	83,590							
B.2.5.12	2W Analog Loop w/LNP Design/KY (%)	152,595							
B.2.5.13	2W Analog Loop w/LNP Non-Design/KY (%)	83,590							
B.2.5.14	Other Design/KY (%)	848							
B.2.5.15	Other Non-Design/KY (%)	152,595							
B.2.5.16	INP (Standalone)/KY (%)	152,171							
B.2.5.17	LNP (Standalone)/KY (%)	152,171	0.00%	1,248		0.00167	2.0701	YES	
B.2.5.18	Digital Loop < DS1/KY (%)	2,944	0.00%	22		0.04950	1.1459	YES	
B.2.5.19	Digital Loop >= DS1/KY (%)	330	76.92%	52		0.05023	-12.7209	NO	

B.2.5.1	R&B (POTS)	152,171						
B.2.5.2	DS1/DS3 - Interoffice	300						
B.2.5.3	R&B	152,595	0.12%	13,684		0.00053	4.2748	YES
B.2.5.4	R&B&D - Disp	7,719						
B.2.5.5	ADSL to Retail	2,736	0.00%	16		0.05883	0.9940	YES
B.2.5.6	ISDN - BRI	57	0.00%	6		0.12141	0.7225	YES
B.2.5.7	ADSL to Retail	2,736						
B.2.5.8	R&B - Disp	152,595						
B.2.5.9	R&B (POTS) excl SB Or	83,590						
B.2.5.10	R&B - Disp	152,595						
B.2.5.11	R&B (POTS) excl SB Or	83,590						
B.2.5.12	R&B - Disp	152,595						
B.2.5.13	R&B (POTS) excl SB Or	83,590						
B.2.5.14	Design	848						
B.2.5.15	R&B	152,595						
B.2.5.16	R&B (POTS)	152,171						
B.2.5.17	R&B (POTS)	152,171	0.00%	1,248		0.00167	2.0701	YES
B.2.5.18	Digital Loop < DS1	2,944	0.00%	22		0.04950	1.1459	YES
B.2.5.19	Digital Loop >= DS1	330	76.92%	52		0.05023	-12.7209	NO

% Jeopardies - Non-Mechanized

B.2.6.1	Switch Ports/KY (%)							
B.2.6.2	Local Interoffice Transports/KY (%)							
B.2.6.3	Loop + Port Combinations/KY (%)							
B.2.6.4	Combo Other/KY (%)							
B.2.6.5	xDSL (ADSL, HDSL and UCL)/KY (%)							
B.2.6.6	UNE ISDN/KY (%)							
B.2.6.7	Line Sharing/KY (%)							
B.2.6.8	2W Analog Loop Design/KY (%)							
B.2.6.9	2W Analog Loop Non-Design/KY (%)							
B.2.6.10	2W Analog Loop w/INP Design/KY (%)							
B.2.6.11	2W Analog Loop w/INP Non-Design/KY (%)							
B.2.6.12	2W Analog Loop w/LNP Design/KY (%)							
B.2.6.13	2W Analog Loop w/LNP Non-Design/KY (%)							
B.2.6.14	Other Design/KY (%)							
B.2.6.15	Other Non-Design/KY (%)							
B.2.6.16	INP (Standalone)/KY (%)							

B.2.6.1	Diagnostic							Diagnostic
B.2.6.2	Diagnostic							Diagnostic
B.2.6.3	Diagnostic							Diagnostic
B.2.6.4	Diagnostic							Diagnostic
B.2.6.5	Diagnostic							Diagnostic
B.2.6.6	Diagnostic							Diagnostic
B.2.6.7	Diagnostic							Diagnostic
B.2.6.8	Diagnostic							Diagnostic
B.2.6.9	Diagnostic							Diagnostic
B.2.6.10	Diagnostic							Diagnostic
B.2.6.11	Diagnostic							Diagnostic
B.2.6.12	Diagnostic							Diagnostic
B.2.6.13	Diagnostic							Diagnostic
B.2.6.14	Diagnostic							Diagnostic
B.2.6.15	Diagnostic							Diagnostic
B.2.6.16	Diagnostic							Diagnostic

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Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs		100.00%	40				YES

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	3				Diagnostic
Diagnostic		100.00%	9				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	2				Diagnostic

Diagnostic
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Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95% w in 15 min							
>= 95% w in 15 min		100.00%	4				YES

>= 95% w in 15 min
>= 95% w in 15 min

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<= 5%							
<= 5%							
<= 5%		0.00%	1				YES

<= 5%
<= 5%
<= 5%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95% w in 15 min							
>= 95% w in 15 min							
>= 95% w in 15 min		100.00%	1				YES

>= 95% w in 15 min
>= 95% w in 15 min
>= 95% w in 15 min

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<= 5%							
<= 5%							
<= 5%		0.00%	1				YES

<= 5%
<= 5%
<= 5%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic							Diagnostic
Diagnostic		110.00	1				Diagnostic

Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<= 5%							
<= 5%							
<= 5%							

<= 5%
<= 5%
<= 5%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
10.36%	7.011						

10.36%
7.011
R&B (POTS)

P-2	Other Design/KY (%)
P-2	Other Non-Design/KY (%)
P-2	INP (Standalone)/KY (%)
P-2	LNP (Standalone)/KY (%)
P-2	Digital Loop < DS1/KY (%)
P-2	Digital Loop >= DS1/KY (%)

B.2.10.14
B.2.10.15
B.2.10.16
B.2.10.17
B.2.10.18
B.2.10.19

% Jeopardy Notice >= 48 hours - Non-Mechanized	
P-2	Switch Ports/KY (%)
P-2	Local Interoffice Transports/KY (%)
P-2	Loop + Port Combinations/KY (%)
P-2	Combo Other/KY (%)
P-2	xDSL (ADSL, HDSL and UCL)/KY (%)
P-2	UNE (SDM)/KY (%)
P-2	Line Sharing/KY (%)
P-2	2W Analog Loop Design/KY (%)
P-2	2W Analog Loop Non-Design/KY (%)
P-2	2W Analog Loop w/INP Design/KY (%)
P-2	2W Analog Loop w/INP Non-Design/KY (%)
P-2	2W Analog Loop w/LNP Design/KY (%)
P-2	2W Analog Loop w/LNP Non-Design/KY (%)
P-2	Other Design/KY (%)
P-2	Other Non-Design/KY (%)
P-2	INP (Standalone)/KY (%)
P-2	LNP (Standalone)/KY (%)
P-2	Digital Loop < DS1/KY (%)
P-2	Digital Loop >= DS1/KY (%)

B.2.11.1
B.2.11.2
B.2.11.3
B.2.11.4
B.2.11.5
B.2.11.6
B.2.11.7
B.2.11.8
B.2.11.9
B.2.11.10
B.2.11.11
B.2.11.12
B.2.11.13
B.2.11.14
B.2.11.15
B.2.11.16
B.2.11.17
B.2.11.18
B.2.11.19

Coordinated Customers Conversions	
P-7	Loops with INP/KY (%)
P-7	Loops with LNP/KY (%)

B.2.12.1
B.2.12.2

% Hot Cuts > 15 minutes Early	
P-7A	Time-Specific SL1/KY (%)
P-7A	Time-Specific SL2/KY (%)
P-7A	Non-Time Specific SL1/KY (%)
P-7A	Non-Time Specific SL2/KY (%)

B.2.13.1
B.2.13.2
B.2.13.3
B.2.13.4

Hot Cut Timeliness	
P-7A	Time-Specific SL1/KY (%)
P-7A	Time-Specific SL2/KY (%)
P-7A	Non-Time Specific SL1/KY (%)
P-7A	Non-Time Specific SL2/KY (%)

B.2.14.1
B.2.14.2
B.2.14.3
B.2.14.4

% Hot Cuts > 15 minutes Late	
P-7A	Time-Specific SL1/KY (%)
P-7A	Time-Specific SL2/KY (%)
P-7A	Non-Time Specific SL1/KY (%)
P-7A	Non-Time Specific SL2/KY (%)

B.2.15.1
B.2.15.2
B.2.15.3
B.2.15.4

Average Recovery Time - CCC	
P-7B	Loops with INP/KY (minutes)
P-7B	Loops with LNP/KY (minutes)

B.2.16.1
B.2.16.2

% Provisioning Troubles within 7 Days - Hot Cuts	
P-7C	UNE Loop Design/Dispatch/KY (%)
P-7C	UNE Loop Design/Non-Dispatch/KY (%)
P-7C	UNE Loop Non-Design/Dispatch/KY (%)
P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)

B.2.17.1.1
B.2.17.1.2
B.2.17.2.1
B.2.17.2.2

% Missed Installation Appointments	
P-3	Switch Ports<10 circuits/Dispatch/KY (%)

B.2.18.1.1.1

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-3 Switch Ports<10 circuits/Non-DispatchKY (%)	145,206						
P-3 Switch Ports>=10 circuits/DispatchKY (%)	27						
P-3 Switch Ports>=10 circuits/Non-DispatchKY (%)	1						
P-3 Local Interface Transport<10 circuits/DispatchKY (%)	286	0.00%	2		0.10964	0.2232	YES
P-3 Local Interface Transport<10 circuits/Non-DispatchKY (%)							
P-3 Local Interface Transport>=10 circuits/DispatchKY (%)							
P-3 Local Interface Transport>=10 circuits/Non-DispatchKY (%)							
P-3 Loop + Port Combinations<10 circuits/DispatchKY (%)	7,119	5.58%	233		0.02018	2.3091	YES
P-3 Loop + Port Combinations<10 circuits/Non-DispatchKY (%)	145,504	0.04%	13,682		0.00016	-0.4065	YES
P-3 Loop + Port Combinations<10 circuits/Switch Based OrdersKY (%)	68,760	0.00%	2,779		0.00000		YES
P-3 Loop + Port Combinations<10 circuits/Dispatch InKY (%)	76,744	0.05%	10,903		0.00024	0.4684	YES
P-3 Loop + Port Combinations<=10 circuits/DispatchKY (%)	32	0.00%	1		0.17669	0.1769	YES
P-3 Loop + Port Combinations>=10 circuits/Non-DispatchKY (%)	16	0.00%	4		0.00000		YES
P-3 Loop + Port Combinations>=10 circuits/Switch Based OrdersKY (%)	2						
P-3 Loop + Port Combinations>=10 circuits/Dispatch InKY (%)	14	0.00%	4		0.00000		YES
P-3 Combo Other<10 circuits/Dispatch InKY (%)	7,607	0.00%	21		0.06530	1.5179	YES
P-3 Combo Other<10 circuits/Dispatch InKY (%)	98						
P-3 Combo Other>=10 circuits/Dispatch InKY (%)	98						
P-3 XDSL (ADSL, HDSL, and UCL)<10 circuits/DispatchKY (%)	888	0.00%	26		0.05291	1.4473	YES
P-3 XDSL (ADSL, HDSL, and UCL)<10 circuits/Non-DispatchKY (%)	1,834						
P-3 XDSL (ADSL, HDSL, and UCL)>=10 circuits/DispatchKY (%)	2						
P-3 XDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-DispatchKY (%)	30	0.00%	10		0.06555	0.5085	YES
P-3 UNE ISDN<10 circuits/DispatchKY (%)	28						
P-3 UNE ISDN<10 circuits/Non-DispatchKY (%)							
P-3 UNE ISDN>=10 circuits/DispatchKY (%)							
P-3 UNE ISDN>=10 circuits/Non-DispatchKY (%)							
P-3 Line Shaming<10 circuits/DispatchKY (%)	888	0.00%	3		0.15379	0.4979	YES
P-3 Line Shaming<10 circuits/Non-DispatchKY (%)	1,834	3.01%	133		0.00468	-5.8408	NO
P-3 Line Shaming>=10 circuits/DispatchKY (%)	2						
P-3 Line Shaming>=10 circuits/Non-DispatchKY (%)							
P-3 2W Analog Loop Design<10 circuits/DispatchKY (%)	7,119						
P-3 2W Analog Loop Design<10 circuits/Non-DispatchKY (%)	7,119						
P-3 2W Analog Loop Design>=10 circuits/DispatchKY (%)	32						
P-3 2W Analog Loop Design>=10 circuits/Non-DispatchKY (%)	32						
P-3 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)	7,011	0.00%	5		0.13630	0.7597	YES
P-3 2W Analog Loop Non-Design<10 circuits/Non-DispatchKY (%)	76,594						
P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)	27						
P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)							
P-3 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)	7,119						
P-3 2W Analog Loop Non-Design<10 circuits/Non-DispatchKY (%)	7,119						
P-3 2W Analog Loop Non-Design>=10 circuits/DispatchKY (%)	32						
P-3 2W Analog Loop Non-Design>=10 circuits/Non-DispatchKY (%)	32						
P-3 2W Analog Loop Non-Design<10 circuits/Dispatch InKY (%)	7,011						
P-3 2W Analog Loop Non-Design<10 circuits/Non-Dispatch InKY (%)	76,594						
P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)	27						
P-3 2W Analog Loop Non-Design>=10 circuits/Non-Dispatch InKY (%)							
P-3 Other Design<10 circuits/DispatchKY (%)	488						
P-3 Other Design<10 circuits/Non-DispatchKY (%)	260						
P-3 Other Design>=10 circuits/DispatchKY (%)	66						
P-3 Other Design>=10 circuits/Non-DispatchKY (%)	5						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0.03%	145,206						
R&B (POTS)	3.70%	27						
R&B (POTS)	0.00%	1						
DS1/DS3	2.45%	286	0.00%	2		0.10964	0.2232	YES
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	10.24%	7,119	5.58%	233		0.02018	2.3091	YES
R&B	0.03%	145,504	0.04%	13,682		0.00016	-0.4065	YES
R&B	0.00%	68,760	0.00%	2,779		0.00000		YES
R&B	0.06%	76,744	0.05%	10,903		0.00024	0.4684	YES
R&B	3.13%	32	0.00%	1		0.17669	0.1769	YES
R&B	0.00%	16	0.00%	4		0.00000		YES
R&B	0.00%	2						
R&B	0.00%	14	0.00%	4		0.00000		YES
R&B	0.00%	7,607	0.00%	21		0.06530	1.5179	YES
R&B	9.91%	98						
R&B	1.02%	98						
R&B	7.66%	888	0.00%	26		0.05291	1.4473	YES
R&B	0.27%	1,834						
R&B	0.00%	2						
R&B	3.33%	30	0.00%	10		0.06555	0.5085	YES
R&B	3.57%	28						
R&B								
R&B								
R&B	7.66%	888	0.00%	3		0.15379	0.4979	YES
R&B	0.27%	1,834	3.01%	133		0.00468	-5.8408	NO
R&B	0.00%	2						
R&B	10.24%	7,119						
R&B	10.24%	7,119						
R&B	3.13%	32						
R&B	3.13%	32						
R&B	3.13%	32						
R&B	10.36%	7,011	0.00%	5		0.13630	0.7597	YES
R&B	0.06%	76,594						
R&B	3.70%	27						
R&B	10.24%	7,119	0.00%	1		0.30320	0.3377	YES
R&B	10.24%	7,119						
R&B	3.13%	32						
R&B	3.13%	32						
R&B	10.36%	7,011						
R&B	0.06%	76,594						
R&B	3.70%	27						
R&B	10.24%	7,119						
R&B	10.24%	7,119						
R&B	3.13%	32						
R&B	3.13%	32						
R&B	10.36%	7,011						
R&B	0.06%	76,594						
R&B	3.70%	27						
R&B	5.12%	488						
R&B	0.00%	260						
R&B	0.00%	66						
R&B	0.00%	5						

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Code	Description	Value
B.2.18.15.1.1	P-3 Other Non-Design/ < 10 circuits/Dispatch/KY (%)	
B.2.18.15.1.2	P-3 Other Non-Design/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.18.15.2.1	P-3 Other Non-Design/ >= 10 circuits/Dispatch/KY (%)	
B.2.18.15.2.2	P-3 Other Non-Design/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.18.16.1.1	P-3 INP (Standalone) < 10 circuits/Dispatch/KY (%)	
B.2.18.16.1.2	P-3 INP (Standalone) < 10 circuits/Non-Dispatch/KY (%)	
B.2.18.16.2.1	P-3 INP (Standalone) >= 10 circuits/Dispatch/KY (%)	
B.2.18.16.2.2	P-3 INP (Standalone) >= 10 circuits/Non-Dispatch/KY (%)	
B.2.18.17.1.1	P-12 LNP (Standalone) < 10 circuits/Dispatch/KY (%)	
B.2.18.17.1.2	P-12 LNP (Standalone) < 10 circuits/Non-Dispatch/KY (%)	
B.2.18.17.2.1	P-12 LNP (Standalone) >= 10 circuits/Dispatch/KY (%)	
B.2.18.17.2.2	P-12 LNP (Standalone) >= 10 circuits/Non-Dispatch/KY (%)	
B.2.18.18.1.1	P-3 Digital Loop < DS1/ < 10 circuits/Dispatch/KY (%)	
B.2.18.18.1.2	P-3 Digital Loop < DS1/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.18.18.2.1	P-3 Digital Loop < DS1/ >= 10 circuits/Dispatch/KY (%)	
B.2.18.18.2.2	P-3 Digital Loop < DS1/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.18.19.1.1	P-3 Digital Loop >= DS1/ < 10 circuits/Dispatch/KY (%)	
B.2.18.19.1.2	P-3 Digital Loop >= DS1/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.18.19.2.1	P-3 Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY (%)	
B.2.18.19.2.2	P-3 Digital Loop >= DS1/ >= 10 circuits/Non-Dispatch/KY (%)	

% Provisioning Troubles within 30 Days

Code	Description	Value
B.2.19.1.1.1	P-9 Switch Ports < 10 circuits/Dispatch/KY (%)	
B.2.19.1.1.2	P-9 Switch Ports < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.1.2.1	P-9 Switch Ports >= 10 circuits/Dispatch/KY (%)	
B.2.19.1.2.2	P-9 Switch Ports >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.2.1.1	P-9 Local Interoffice Transport/ < 10 circuits/Dispatch/KY (%)	
B.2.19.2.1.2	P-9 Local Interoffice Transport/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.2.2.1	P-9 Local Interoffice Transport/ >= 10 circuits/Dispatch/KY (%)	
B.2.19.2.2.2	P-9 Local Interoffice Transport/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.3.1.1	P-9 Loop + Port Combinations < 10 circuits/Dispatch/KY (%)	
B.2.19.3.1.2	P-9 Loop + Port Combinations < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.3.1.3	P-9 Loop + Port Combinations >= 10 circuits/Switch Based Orders/KY (%)	
B.2.19.3.1.4	P-9 Loop + Port Combinations >= 10 circuits/Dispatch InKY (%)	
B.2.19.3.2.1	P-9 Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)	
B.2.19.3.2.2	P-9 Loop + Port Combinations >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.3.2.3	P-9 Loop + Port Combinations >= 10 circuits/Switch Based Orders/KY (%)	
B.2.19.3.2.4	P-9 Loop + Port Combinations >= 10 circuits/Dispatch InKY (%)	
B.2.19.4.1.1	P-9 Combo Other/ < 10 circuits/Dispatch/KY (%)	
B.2.19.4.1.2	P-9 Combo Other/ < 10 circuits/Dispatch InKY (%)	
B.2.19.4.2.1	P-9 Combo Other/ >= 10 circuits/Dispatch/KY (%)	
B.2.19.4.2.2	P-9 Combo Other/ >= 10 circuits/Dispatch InKY (%)	
B.2.19.5.1.1	P-9 XDSL (ADSL, HDSL, and UCL) < 10 circuits/Dispatch/KY (%)	
B.2.19.5.1.2	P-9 XDSL (ADSL, HDSL, and UCL) < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.5.2.1	P-9 XDSL (ADSL, HDSL, and UCL) >= 10 circuits/Dispatch/KY (%)	
B.2.19.5.2.2	P-9 XDSL (ADSL, HDSL, and UCL) >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.6.1.1	P-9 UNE ISDN/ < 10 circuits/Dispatch/KY (%)	
B.2.19.6.1.2	P-9 UNE ISDN/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.6.2.1	P-9 UNE ISDN/ >= 10 circuits/Dispatch/KY (%)	
B.2.19.6.2.2	P-9 UNE ISDN/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.7.1.1	P-9 Line Sharing/ < 10 circuits/Dispatch/KY (%)	
B.2.19.7.1.2	P-9 Line Sharing/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.7.2.1	P-9 Line Sharing/ >= 10 circuits/Dispatch/KY (%)	
B.2.19.7.2.2	P-9 Line Sharing/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.8.1.1	P-9 2W Analog Loop Design/ < 10 circuits/Dispatch/KY (%)	
B.2.19.8.1.2	P-9 2W Analog Loop Design/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.8.2.1	P-9 2W Analog Loop Design/ >= 10 circuits/Dispatch/KY (%)	
B.2.19.8.2.2	P-9 2W Analog Loop Design/ >= 10 circuits/Non-Dispatch/KY (%)	
B.2.19.9.1.1	P-9 2W Analog Loop Non-Design/ < 10 circuits/Dispatch/KY (%)	
B.2.19.9.1.2	P-9 2W Analog Loop Non-Design/ < 10 circuits/Non-Dispatch/KY (%)	
B.2.19.9.1.4	P-9 2W Analog Loop Non-Design/ >= 10 circuits/Dispatch InKY (%)	

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	10.24%	7,119						
R&B	0.03%	145,504						
R&B	3.13%	32						
R&B	0.00%	16						
R&B (POTS)	10.36%	7,011						
R&B (POTS)	0.03%	145,206						
R&B (POTS)	3.70%	27						
R&B (POTS)	0.00%	1						
R&B (POTS)	10.36%	7,011	0.00%	1	0.30470	0.3398	YES	
R&B (POTS)	0.03%	145,206	0.00%	1,999	0.00039	0.7643	YES	
R&B (POTS)	3.70%	27						
R&B (POTS)	0.00%	1	0.00%	1	0.00000		YES	
Digital Loop < DS1	7.41%	958	0.00%	35	0.04508	1.6440	YES	
Digital Loop < DS1	0.30%	1,979						
Digital Loop < DS1	0.00%	2						
Digital Loop < DS1	2.41%	83	1.62%	55	0.02666	0.2218	YES	
Digital Loop >= DS1	0.00%	178						
Digital Loop >= DS1	0.00%	15						
Digital Loop >= DS1	0.00%	15						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	10.71%	6,180						
R&B (POTS)	2.64%	123,865						
R&B (POTS)	20.69%	29						
R&B (POTS)	6.32%	269						
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	10.65%	6,283	7.73%	233	0.02058	1.4202	YES	
R&B	2.64%	124,027	2.67%	10,186	0.00165	-0.1557	YES	
R&B	2.61%	59,097	2.60%	2,812	0.00308	0.0486	YES	
R&B	2.68%	64,930	2.70%	7,374	0.00198	-0.1184	YES	
R&B	22.22%	36	0.00%	1	0.42147	0.5272	YES	
R&B	0.00%	6	0.00%	5	0.00000		YES	
R&B	0.00%	2						
R&B	0.00%	4	0.00%	5	0.00000		YES	
R&B	10.40%	6,752	0.00%	9	0.10181	1.0212	YES	
R&B	10.40%	6,752						
R&B	8.74%	103						
R&B	8.74%	103						
ADSL to Retail	17.49%	1,069	0.00%	5	0.17030	1.0272	YES	
ADSL to Retail	14.73%	1,853						
ADSL to Retail	0.00%	1						
ADSL to Retail	10.00%	50	0.00%	1	0.30299	0.3300	YES	
ISDN - BRI	0.00%	22						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	17.49%	1,069	0.00%	3	0.21965	0.7964	YES	
ADSL to Retail	14.73%	1,853	13.95%	43	0.05467	0.1425	YES	
ADSL to Retail	0.00%	1						
ADSL to Retail	10.65%	6,283	0.00%	4	0.15427	0.6902	YES	
R&B - Disp	10.65%	6,283						
R&B - Disp	22.22%	36						
R&B - Disp	22.22%	36						
R&B - Disp	10.71%	6,180	18.18%	11	0.09333	-0.8004	YES	
R&B (POTS) excl SB Or	2.67%	64,819						
R&B (POTS) excl SB Or								

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Code	Description
B.2.21.4.1.1	P-5 Combo Other<=10 circuits/Dispatch/InKY (hours)
B.2.21.4.1.4	P-5 Combo Other<=10 circuits/Dispatch InKY (hours)
B.2.21.4.2.1	P-5 Combo Other/>=10 circuits/Dispatch/InKY (hours)
B.2.21.4.2.4	P-5 Combo Other/>=10 circuits/Dispatch InKY (hours)
B.2.21.5.1.1	P-5 XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/InKY (hours)
B.2.21.5.1.2	P-5 XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/InKY (hours)
B.2.21.5.2.1	P-5 XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.5.2.2	P-5 XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.6.1.1	P-5 UNE ISDN/<10 circuits/Dispatch/InKY (hours)
B.2.21.6.1.2	P-5 UNE ISDN/<10 circuits/Dispatch/InKY (hours)
B.2.21.6.2.1	P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)
B.2.21.6.2.2	P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)
B.2.21.7.1.1	P-5 Line Sharing/<10 circuits/Dispatch/InKY (hours)
B.2.21.7.1.2	P-5 Line Sharing/<10 circuits/Dispatch/InKY (hours)
B.2.21.7.2.1	P-5 Line Sharing/>=10 circuits/Dispatch/InKY (hours)
B.2.21.7.2.2	P-5 Line Sharing/>=10 circuits/Dispatch/InKY (hours)
B.2.21.8.1.1	P-5 2W Analog Loop Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.8.1.2	P-5 2W Analog Loop Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.8.2.1	P-5 2W Analog Loop Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.8.2.2	P-5 2W Analog Loop Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.9.1.1	P-5 2W Analog Loop Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.9.1.4	P-5 2W Analog Loop Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.9.2.1	P-5 2W Analog Loop Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.9.2.4	P-5 2W Analog Loop Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.10.1.1	P-5 2W Analog Loop w/INP Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.10.1.2	P-5 2W Analog Loop w/INP Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.10.2.1	P-5 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.10.2.2	P-5 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.11.1.1	P-5 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.11.1.4	P-5 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.11.2.1	P-5 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.11.2.4	P-5 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.12.1.1	P-5 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.12.1.2	P-5 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.12.2.1	P-5 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.12.2.2	P-5 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.13.1.4	P-5 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.13.2.1	P-5 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.13.2.4	P-5 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.14.1.1	P-5 Other Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.14.1.2	P-5 Other Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.14.2.1	P-5 Other Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.14.2.2	P-5 Other Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.15.1.1	P-5 Other Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.15.1.2	P-5 Other Non-Design/<10 circuits/Dispatch/InKY (hours)
B.2.21.15.2.1	P-5 Other Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.15.2.2	P-5 Other Non-Design/>=10 circuits/Dispatch/InKY (hours)
B.2.21.16.1.1	P-5 INP (Standalone)/<10 circuits/Dispatch/InKY (hours)
B.2.21.16.1.2	P-5 INP (Standalone)/<10 circuits/Dispatch/InKY (hours)
B.2.21.16.2.1	P-5 INP (Standalone)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.16.2.2	P-5 INP (Standalone)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.17.1.1	P-5 LNP (Standalone)/<10 circuits/Dispatch/InKY (hours)
B.2.21.17.1.2	P-5 LNP (Standalone)/<10 circuits/Dispatch/InKY (hours)
B.2.21.17.2.1	P-5 LNP (Standalone)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.17.2.2	P-5 LNP (Standalone)/>=10 circuits/Dispatch/InKY (hours)
B.2.21.18.1.1	P-5 Digital Loop < DS1/<10 circuits/Dispatch/InKY (hours)
B.2.21.18.1.2	P-5 Digital Loop < DS1/<10 circuits/Dispatch/InKY (hours)
B.2.21.18.2.1	P-5 Digital Loop < DS1/>=10 circuits/Dispatch/InKY (hours)
B.2.21.18.2.2	P-5 Digital Loop < DS1/>=10 circuits/Dispatch/InKY (hours)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B&D - Disp	5.01	7,580			21,448			
R&B&D - Disp	5.01	7,580			21,448			
R&B&D - Disp	7.91	97			24,598			
R&B&D - Disp	7.91	97			24,598			
ADSL to Retail	2.91	887	0.02	14	15,882	4,27795	0.6761	YES
ADSL to Retail	0.62	1,832			4,941			
ADSL to Retail	11.33	2			16,004			
ADSL to Retail								
ISDN - BRI	10.18	30	0.02	10	17,631	6,43811	1.5778	YES
ISDN - BRI	0.42	28			0,907			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	2.91	887			15,882			
ADSL to Retail	0.62	1,832			4,941			
ADSL to Retail	11.33	2			16,004			
ADSL to Retail								
R&B - Disp	5.02	7,099			21,512			
R&B - Disp	5.02	7,099			21,512			
R&B - Disp	5.37	32			29,168			
R&B - Disp	5.37	32			29,168			
R&B - Disp	5.37	32			29,168			
R&B (POTS) excl SB Or	5.08	6,991	0.02	5	21,666	9,69258	0.5224	YES
R&B (POTS) excl SB Or	0.56	76,478			6,848			
R&B (POTS) excl SB Or	6.16	27			31,781			
R&B (POTS) excl SB Or								
R&B - Disp	5.02	7,099			21,512			
R&B - Disp	5.02	7,099			21,512			
R&B - Disp	5.37	32			29,168			
R&B - Disp	5.37	32			29,168			
R&B - Disp	5.37	32			29,168			
R&B (POTS) excl SB Or	5.08	6,991			21,666			
R&B (POTS) excl SB Or	0.56	76,478			6,848			
R&B (POTS) excl SB Or	6.16	27			31,781			
R&B (POTS) excl SB Or								
Design	4.87	481			20,494			
Design	0.40	260			1,376			
Design	9.16	65			22,152			
Design	8.29	5			11,386			
R&B	5.02	7,099			21,512			
R&B	0.76	144,752			8,829			
R&B	5.37	32			29,168			
R&B	0.29	16			0,108			
R&B (POTS)	5.08	6,991			21,666			
R&B (POTS)	0.76	144,752			8,829			
R&B (POTS)	6.16	27			31,781			
R&B (POTS)	0.42	1			0,000			
R&B (POTS)	5.08	6,991			21,666			
R&B (POTS)	0.76	144,752	0.30	1,248	8,829	0,25101	1,8360	YES
R&B (POTS)	6.16	27			31,781			
R&B (POTS)	0.42	1			0,000			
Digital Loop < DS1	3.14	957	0.02	24	16,057	3,31856	0.9410	YES
Digital Loop < DS1	0.60	1,977			4,758			
Digital Loop < DS1	11.33	2			16,004			

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic				7				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 Interface Transport<10 circuits/Dispatch/KY (days)	Diagnostic			9.65	1				Diagnostic
B.2.26.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interface 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			3.73	9				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.17	19				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			10.16	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY (days)	Diagnostic			11.88	6				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			5.12	6				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 Shaming<10 circuits/Dispatch/KY (days)	Diagnostic			2.80	1				Diagnostic
B.2.26.7.1.2	P-10	Line Shaming<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.80	4				Diagnostic
B.2.26.7.2.1	P-10	Line Shaming>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Shaming>=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								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/NP Design<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/NP Design>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/NP 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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% Cooperative Test Attempts for xDSL

P-B	xDSL ADSL	HDSL and UCL/KY (%)	xDSL Other/KY (%)
B.2.33.1	>= 95%	>= 95%	>= 95%
B.2.33.2	>= 95%	>= 95%	>= 95%

Service Order Accuracy

P-B	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)
B.2.34.1.1	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.1.2	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.1.2.1	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.1.2.2	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.1	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.1.1	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.1.2	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.2	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.2.1	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%
B.2.34.2.2.2	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%	>= 95%

Unbundled Network Elements - Maintenance and Repair

P-B	Missed Repair Appointments	M&R-1 Switch Ports/Dispatch/KY (%)	M&R-1 Switch Ports/Dispatch/KY (%)	M&R-1 Local Interface Transport/Dispatch/KY (%)	M&R-1 Local Interface Transport/Dispatch/KY (%)	M&R-1 Loop + Port Combinations/Dispatch/KY (%)	M&R-1 Loop + Port Combinations/Dispatch/KY (%)	M&R-1 Combo Other/Dispatch/KY (%)	M&R-1 Combo Other/Dispatch/KY (%)	M&R-1 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-1 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-1 UNE ISDN/Dispatch/KY (%)	M&R-1 UNE ISDN/Dispatch/KY (%)	M&R-1 Line Sharing/Dispatch/KY (%)	M&R-1 Line Sharing/Dispatch/KY (%)	M&R-1 2W Analog Loop Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Non-Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Non-Design/Dispatch/KY (%)	M&R-1 Other Design/Dispatch/KY (%)	M&R-1 Other Design/Dispatch/KY (%)	M&R-1 Other Non-Design/Dispatch/KY (%)	M&R-1 Other Non-Design/Dispatch/KY (%)	M&R-1 LNP (Standalone)/Dispatch/KY (%)	M&R-1 LNP (Standalone)/Dispatch/KY (%)
B.3.1.1.1																									
B.3.1.1.2																									
B.3.1.2.1																									
B.3.1.2.2																									
B.3.1.3.1																									
B.3.1.3.2																									
B.3.1.4.1																									
B.3.1.4.2																									
B.3.1.5.1																									
B.3.1.5.2																									
B.3.1.6.1																									
B.3.1.6.2																									
B.3.1.7.1																									
B.3.1.7.2																									
B.3.1.8.1																									
B.3.1.8.2																									
B.3.1.9.1																									
B.3.1.9.2																									
B.3.1.10.1																									
B.3.1.10.2																									
B.3.1.11.1																									
B.3.1.11.2																									
B.3.1.12.1																									
B.3.1.12.2																									

Customer Trouble Report Rate

P-B	M&R-2 Switch Ports/Dispatch/KY (%)	M&R-2 Switch Ports/Dispatch/KY (%)	M&R-2 Local Interface Transport/Dispatch/KY (%)	M&R-2 Local Interface Transport/Dispatch/KY (%)	M&R-2 Loop + Port Combinations/Dispatch/KY (%)	M&R-2 Loop + Port Combinations/Dispatch/KY (%)	M&R-2 Combo Other/Dispatch/KY (%)	M&R-2 Combo Other/Dispatch/KY (%)	M&R-2 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-2 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-2 UNE ISDN/Dispatch/KY (%)	M&R-2 UNE ISDN/Dispatch/KY (%)	M&R-2 Line Sharing/Dispatch/KY (%)	M&R-2 Line Sharing/Dispatch/KY (%)	M&R-2 2W Analog Loop Design/Dispatch/KY (%)	M&R-2 2W Analog Loop Design/Dispatch/KY (%)
B.3.2.1.1																
B.3.2.1.2																
B.3.2.2.1																
B.3.2.2.2																
B.3.2.3.1																
B.3.2.3.2																
B.3.2.4.1																
B.3.2.4.2																
B.3.2.5.1																
B.3.2.5.2																
B.3.2.6.1																
B.3.2.6.2																
B.3.2.7.1																
B.3.2.7.2																
B.3.2.8.1																
B.3.2.8.2																

Benchmark/
Analog

Equity

Standard
Deviation

CLEC
Volume

CLEC
Measure

BST
Volume

BST
Measure

>= 95% of requests
>= 95% of requests

>= 95%

>= 95%

>= 95%

>= 95%

>= 95%

>= 95%

>= 95%

>= 95%

>= 95%

P-B	xDSL ADSL	HDSL and UCL/KY (%)	xDSL Other/KY (%)
B.2.33.1	100.00%	100.00%	100.00%
B.2.33.2	22		

P-B	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design (Specials)/>=10 circuits/Dispatch/KY (%)
B.2.34.1.1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
B.2.34.1.2	160									
B.2.34.1.2.1	100									
B.2.34.1.2.2	37									
B.2.34.2.1	29									
B.2.34.2.1.1	180									
B.2.34.2.1.2	98.89%									
B.2.34.2.2	420									
B.2.34.2.2.1	98.96%									
B.2.34.2.2.2	96									

Unbundled Network Elements - Maintenance and Repair

P-B	Missed Repair Appointments	M&R-1 Switch Ports/Dispatch/KY (%)	M&R-1 Switch Ports/Dispatch/KY (%)	M&R-1 Local Interface Transport/Dispatch/KY (%)	M&R-1 Local Interface Transport/Dispatch/KY (%)	M&R-1 Loop + Port Combinations/Dispatch/KY (%)	M&R-1 Loop + Port Combinations/Dispatch/KY (%)	M&R-1 Combo Other/Dispatch/KY (%)	M&R-1 Combo Other/Dispatch/KY (%)	M&R-1 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-1 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	M&R-1 UNE ISDN/Dispatch/KY (%)	M&R-1 UNE ISDN/Dispatch/KY (%)	M&R-1 Line Sharing/Dispatch/KY (%)	M&R-1 Line Sharing/Dispatch/KY (%)	M&R-1 2W Analog Loop Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Non-Design/Dispatch/KY (%)	M&R-1 2W Analog Loop Non-Design/Dispatch/KY (%)	M&R-1 Other Design/Dispatch/KY (%)	M&R-1 Other Design/Dispatch/KY (%)	M&R-1 Other Non-Design/Dispatch/KY (%)	M&R-1 Other Non-Design/Dispatch/KY (%)	M&R-1 LNP (Standalone)/Dispatch/KY (%)	M&R-1 LNP (Standalone)/Dispatch/KY (%)
B.3.1.1.1	9.31%	16.633																							
B.3.1.1.2	1.88%	7.589																							
B.3.1.2.1	0.00%	123	0.00%																						
B.3.1.2.2	0.67%	149	0.00%																						
B.3.1.3.1	9.34%	16.822	4.98%	943						0.00974	4.4771														
B.3.1.3.2	1.86%	7.783	0.71%	281						0.00821	1.4022														
B.3.1.4.1	9.14%	17.249	0.00%	10						0.09114	1.0025														
B.3.1.4.2	9.14%	17.249	0.00%	3						0.16637	0.5482														
B.3.1.5.1	2.65%	830	0.00%	2																					

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB FT	1.67%	991,128	0.00%	217		0.00878	1.9051	YES
R&B (POTS) excl SB FT	0.89%	991,128	0.00%	217		0.00562	1.2196	YES
Design	0.26%	161,797	1.49%	941		0.00168	-7.2869	NO
R&B	0.36%	161,797	0.85%	941		0.00195	-2.5396	NO
R&B	1.58%	1,065,506	0.00%	156		0.01006	1.5692	YES
R&B (POTS)	1.68%	991,128	0.00%	156		0.00684	1.0674	YES
R&B (POTS)	0.77%	991,128						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	23.35	16,633			32,306			
R&B (POTS)	7.86	7,589			17,070			
DS/DDS	3.92	123	0.00	0	2,729			YES
DS/DDS	1.84	149	0.00	0	2,818			YES
R&B	23.23	16,822	16.38	943	32,207	1,077.9	6.3599	YES
R&B	7.72	7,783	3.92	281	16,903	1,026.38	3.7042	YES
R&B&D - Disp	22.79	17,249	3.55	10	31,936	10,101.92	1,9048	YES
R&B&D - Disp	48.17	17,249	2.90	3	31,936	18,439.76	1,0788	YES
ADSL to Retail	3.77	830	0.77	2	74,089	33,351.63	1,3666	YES
ADSL to Retail	6.41	12	5.39	3	3,773	2,435.21	0.4203	YES
ISDN - BRI	1.93	19	7.62	2	1,972	1,465.94	-3.8811	NO
ISDN - BRI	48.17	379	31.33	3	74,089	42,944.50	0.3920	YES
ADSL to Retail	3.77	830	4.68	19	24,224	5,620.54	0.0349	YES
ADSL to Retail	23.23	16,822	4.89	7	32,207	12,179.49	1.5235	YES
R&B - Disp	23.23	16,822	2.55	3	32,207	18,596.16	1.1123	YES
R&B (POTS) excl SB FT	8.23	16,581	0.00	0	32,340			YES
R&B (POTS) excl SB FT	5.37	427	5.98	14	4,951	1,344.87	-0.4507	YES
Design	3.16	575	3.19	8	14,186	5,050.44	-0.0059	YES
R&B	23.23	16,822	0.00	0	32,207			YES
R&B	7.72	7,783	0.00	0	16,903			YES
R&B (POTS)	23.35	16,633			32,306			
R&B (POTS)	7.86	7,589			17,070			

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	13.33%	16,633						
R&B (POTS)	8.08%	7,589						
DS/DDS	21.95%	123	0.00%	0				YES
DS/DDS	16.78%	149	0.00%	0				YES
R&B	13.29%	16,822	11.56%	943		0.01136	1.5256	YES
R&B	8.02%	7,783	9.61%	281		0.01649	-0.9649	YES
R&B&D - Disp	13.39%	17,249	0.00%	10		0.10771	1.2428	YES
R&B&D - Disp	26.91%	17,249	0.00%	3		0.198661	0.6809	YES
ADSL to Retail	26.39%	830	50.00%	2		0.31201	-0.7568	YES
ADSL to Retail	16.67%	12	0.00%	2		0.24056	0.6928	YES
ISDN - BRI	10.53%	19	0.00%	2		0.22814	0.4614	YES
ISDN - BRI	26.91%	379	0.00%	3		0.25707	1.0469	YES
ADSL to Retail	26.39%	830	36.84%	19		0.12834	1.0357	YES
ADSL to Retail	13.29%	16,822	0.00%	7		0.19602	0.6781	YES
R&B - Disp	13.31%	16,822	0.00%	3				YES
R&B (POTS) excl SB FT	8.15%	16,581	0.00%	0				YES
R&B (POTS) excl SB FT	17.10%	427	28.57%	14		0.10225	-1.1223	YES
Design	14.26%	575	0.00%	8		0.12449	1.1456	YES
Design	13.29%	16,822	0.00%	0				YES
R&B	8.02%	7,783	0.00%	0				YES
R&B (POTS)	13.33%	16,633						
R&B (POTS)	8.08%	7,589						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
M&R-2	2W Analog	Loop Non-Design/Dispatch/KY (%)						
M&R-2	2W Analog	Loop Non-Design/Non-Dispatch/KY (%)						
M&R-2	Other	Design/Dispatch/KY (%)						
M&R-2	Other	Design/Non-Dispatch/KY (%)						
M&R-2	Other Non-Design/Dispatch/KY (%)							
M&R-2	Other Non-Design/Non-Dispatch/KY (%)							
M&R-2	LNP (Standalone)/Dispatch/KY (%)							
M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)							

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
M&R-3	Switch Ports/Dispatch/KY (hours)							
M&R-3	Switch Ports/Non-Dispatch/KY (hours)							
M&R-3	Local Interface Transport/Dispatch/KY (hours)							
M&R-3	Local Interface Transport/Non-Dispatch/KY (hours)							
M&R-3	Loop + Port Combinations/Dispatch/KY (hours)							
M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)							
M&R-3	Combo Other/Dispatch/KY (hours)							
M&R-3	Combo Other/Non-Dispatch/KY (hours)							
M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)							
M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)							
M&R-3	LINE ISDN/Dispatch/KY (hours)							
M&R-3	LINE ISDN/Non-Dispatch/KY (hours)							
M&R-3	Line Sharing/Dispatch/KY (hours)							
M&R-3	Line Sharing/Non-Dispatch/KY (hours)							
M&R-3	2W Analog Loop Design/Dispatch/KY (hours)							
M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)							
M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)							
M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)							
M&R-3	Other Design/Dispatch/KY (hours)							
M&R-3	Other Design/Non-Dispatch/KY (hours)							
M&R-3	Other Non-Design/Dispatch/KY (hours)							
M&R-3	Other Non-Design/Non-Dispatch/KY (hours)							
M&R-3	LNP (Standalone)/Dispatch/KY (hours)							
M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)							

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
M&R-4	Switch Ports/Dispatch/KY (%)							
M&R-4	Switch Ports/Non-Dispatch/KY (%)							
M&R-4	Local Interface Transport/Dispatch/KY (%)							
M&R-4	Local Interface Transport/Non-Dispatch/KY (%)							
M&R-4	Loop + Port Combinations/Dispatch/KY (%)							
M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)							
M&R-4	Combo Other/Dispatch/KY (%)							
M&R-4	Combo Other/Non-Dispatch/KY (%)							
M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)							
M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)							
M&R-4	LINE ISDN/Dispatch/KY (%)							
M&R-4	LINE ISDN/Non-Dispatch/KY (%)							
M&R-4	Line Sharing/Dispatch/KY (%)							
M&R-4	Line Sharing/Non-Dispatch/KY (%)							
M&R-4	2W Analog Loop Design/Dispatch/KY (%)							
M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)							
M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)							
M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)							
M&R-4	Other Design/Dispatch/KY (%)							
M&R-4	Other Design/Non-Dispatch/KY (%)							
M&R-4	Other Non-Design/Dispatch/KY (%)							
M&R-4	Other Non-Design/Non-Dispatch/KY (%)							
M&R-4	LNP (Standalone)/Dispatch/KY (%)							
M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)							

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.9.1								
B.3.2.9.2								
B.3.2.10								
B.3.2.10.1								
B.3.2.10.2								
B.3.2.11.1								
B.3.2.11.2								
B.3.2.12.1								
B.3.2.12.2								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.3.1.1								
B.3.3.1.2								
B.3.3.2.1								
B.3.3.2.2								
B.3.3.3.1								
B.3.3.3.2								
B.3.3.4.1								
B.3.3.4.2								
B.3.3.5.1								
B.3.3.5.2								
B.3.3.6.1								
B.3.3.6.2								
B.3.3.7.1								
B.3.3.7.2								
B.3.3.8.1								
B.3.3.8.2								
B.3.3.9.1								
B.3.3.9.2								
B.3.3.10.1								
B.3.3.10.2								
B.3.3.11.1								
B.3.3.11.2								
B.3.3.12.1								
B.3.3.12.2								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.4.1.1								
B.3.4.1.2								
B.3.4.2.1								
B.3.4.2.2								
B.3.4.3.1								
B.3.4.3.2								
B.3.4.4.1								
B.3.4.4.2								

**BellSouth Monthly State Summary
Kentucky, January 2003**

Out of Service > 24 hours

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 3.5.1.1	M&R-5 Switch Ports/Dispatch/KY (%)	9.913						
B 3.5.1.2	M&R-5 Switch Ports/Non-Dispatch/KY (%)	1.939						
B 3.5.2.1	M&R-5 Local Interoffice Transport/Dispatch/KY (%)	123	0.00%	0				YES
B 3.5.2.2	M&R-5 Local Interoffice Transport/Non-Dispatch/KY (%)	149	0.00%	0				YES
B 3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/KY (%)	10,000	6.02%	631	0.01216	3.0412		YES
B 3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%)	2,063	1.26%	159	0.01608	1.6897		YES
B 3.5.4.1	M&R-5 Combo Other/Dispatch/KY (%)	10,427	0.00%	10	0.09215	1.0157		YES
B 3.5.4.2	M&R-5 Combo Other/Non-Dispatch/KY (%)	10,427	0.00%	3	0.16819	0.5565		YES
B 3.5.5.1	M&R-5 ADSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	379	0.00%	5	0.22214	1.8885		YES
B 3.5.5.2	M&R-5 ADSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	830	0.00%	2	0.11372	0.2331		YES
B 3.5.6.1	M&R-5 UNE ISDN/Dispatch/KY (%)	12	0.00%	3	0.00000			YES
B 3.5.6.2	M&R-5 UNE ISDN/Non-Dispatch/KY (%)	19	0.00%	2	0.00000			YES
B 3.5.7.1	M&R-5 Line Sharing/Dispatch/KY (%)	379	0.00%	0				YES
B 3.5.7.2	M&R-5 Line Sharing/Non-Dispatch/KY (%)	830	0.00%	0				YES
B 3.5.8.1	M&R-5 2W Analog Loop Design/Dispatch/KY (%)	10,000	0.00%	7	0.11200	0.8678		YES
B 3.5.8.2	M&R-5 2W Analog Loop Design/Non-Dispatch/KY (%)	10,000	0.00%	3	0.17105	0.5682		YES
B 3.5.9.1	M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)	9,912	0.00%	0				YES
B 3.5.9.2	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY (%)	1,939	0.00%	0				YES
B 3.5.10.1	M&R-5 Other Design/Dispatch/KY (%)	427	0.00%	14	0.02616	0.3580		YES
B 3.5.10.2	M&R-5 Other Design/Non-Dispatch/KY (%)	575	0.00%	8	0.03904	0.3118		YES
B 3.5.11.1	M&R-5 Other Non-Design/Dispatch/KY (%)	10,000	0.00%	0				YES
B 3.5.11.2	M&R-5 Other Non-Design/Non-Dispatch/KY (%)	2,063	0.00%	0				YES
B 3.5.12.1	M&R-5 LNP (Standalone)/Dispatch/KY (%)	9,913						
B 3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/KY (%)	1,939						

Unbundled Network Elements - Billing

Invoice Accuracy	BST - State	BST - Region
B-1 KY (%)	\$97,836,491	1
	99.98%	3.09
	\$2,521,056	2,000
	0.00005	-1,116.5879
		YES

Mean Time to Deliver Invoices - CRIS

B-2 Region (business days)	4.37	1	3.09	2,000	YES
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Bellsouth Monthly State Summary Kentucky, January 2003

	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)	0.00	0	0.00%	0				YES
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/KY (hours)	0.00	0	0.00%	0				YES
% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4 Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4 Local Interconnection Trunks/Non-Dispatch/KY (%)	0.00%	0	0.00%	0				YES
Out of Service > 24 hours									
C.3.5.1	M&R-5 Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5 Local Interconnection Trunks/Non-Dispatch/KY (%)	0.00%	0	0.00%	0				YES
Local Interconnection Trunks - Billing									
C.4.1	Invoice Accuracy	99.40%	\$97,836,491	99.90%	\$492,366	0.00011		-45.0904	YES
C.4.2	Mean Time to Deliver Invoices - CABS	5.36	1	5.14	13,506				YES
Local Interconnection Trunks - Trunk Blocking									
Trunk Group Performance - Aggregate									
C.5.1	TGP-1 Local Interconnection Trunks/KY (%)			0					YES

>0.5% diff 2 consec. hrs

BellSouth Monthly State Summary Kentucky, January 2003

Benchmark/
Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

Zscore

Equity

% Interface Availability - BST	
OSS-3	TAFI/Region (%)

>= 99.5%

YES

% Interface Availability - CLEC	
OSS-3	CLEC TAFI/Region (%)
OSS-3	ECTA/Region (%)

>= 99.5%
>= 99.5%

YES
YES

% Interface Availability - BST & CLEC	
OSS-3	CRIS/Region (%)
OSS-3	LMOS HOST/Region (%)
OSS-3	LNPI/Region (%)
OSS-3	MARCH/Region (%)
OSS-3	OSPCM/Region (%)
OSS-3	Predictor/Region (%)
OSS-3	SOCSS/Region (%)

>= 99.5%
>= 99.5%
>= 99.5%
>= 99.5%
>= 99.5%
>= 99.5%
>= 99.5%

YES
YES
YES
YES
YES
YES
YES

Average Response Interval <= 4 Seconds	
OSS-4	CRIS/Region (%)
OSS-4	DLETH/Region (%)
OSS-4	DLR/Region (%)
OSS-4	LMOS/Region (%)
OSS-4	LMOSupd/Region (%)
OSS-4	LNPI/Region (%)
OSS-4	MARCH/Region (%)
OSS-4	OSPCM/Region (%)
OSS-4	Predictor/Region (%)
OSS-4	SOCSS/Region (%)
OSS-4	NIWIR/Region (%)

Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail

NO
YES
NO
YES
NO
YES
YES
YES
YES
YES
YES

Average Response Interval <= 10 Seconds	
OSS-4	CRIS/Region (%)
OSS-4	DLETH/Region (%)
OSS-4	DLR/Region (%)
OSS-4	LMOS/Region (%)
OSS-4	LMOSupd/Region (%)
OSS-4	LNPI/Region (%)
OSS-4	MARCH/Region (%)
OSS-4	OSPCM/Region (%)
OSS-4	Predictor/Region (%)
OSS-4	SOCSS/Region (%)
OSS-4	NIWIR/Region (%)

Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail

YES
YES
NO
YES
YES
NO
YES
YES
YES
YES
YES

Average Response Interval > 10 Seconds	
OSS-4	CRIS/Region (%)
OSS-4	DLETH/Region (%)
OSS-4	DLR/Region (%)
OSS-4	LMOS/Region (%)
OSS-4	LMOSupd/Region (%)
OSS-4	LNPI/Region (%)
OSS-4	MARCH/Region (%)
OSS-4	OSPCM/Region (%)
OSS-4	Predictor/Region (%)
OSS-4	SOCSS/Region (%)
OSS-4	NIWIR/Region (%)

Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail
Party w Retail

YES
YES
NO
YES
YES
NO
YES
YES
YES
YES
YES

D.2.1

D.2.2.1
D.2.2.2

D.2.3.1
D.2.3.2
D.2.3.3
D.2.3.4
D.2.3.5
D.2.3.6
D.2.3.7

D.2.4.1
D.2.4.2
D.2.4.3
D.2.4.4
D.2.4.5
D.2.4.6
D.2.4.7
D.2.4.8
D.2.4.9
D.2.4.10
D.2.4.11

D.2.5.1
D.2.5.2
D.2.5.3
D.2.5.4
D.2.5.5
D.2.5.6
D.2.5.7
D.2.5.8
D.2.5.9
D.2.5.10
D.2.5.11

D.2.6.1
D.2.6.2
D.2.6.3
D.2.6.4
D.2.6.5
D.2.6.6
D.2.6.7
D.2.6.8
D.2.6.9
D.2.6.10
D.2.6.11

**BellSouth Monthly State Summary
Kentucky, January 2003**

Collocation - Collocation		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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		8	3				YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 30 days		.17	1				YES
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days							
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days							
E.1.2.3	C-2	Physical Caged/KY (calendar days)	<= 90 days							
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days							
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed							
E.1.3.2	C-3	Physical/KY (%)	< 5% missed							

BellSouth Monthly State Summary Kentucky, January 2003

Benchmark/
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

	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		90.80%	517,638				Diagnostic
F.1.1.2	O-3 Aggregate/Region (%)	Diagnostic		90.80%	517,638				Diagnostic
F.1.1.3	O-3 Residence/Region (%)	>= 95%		87.61%	149,313				NO
F.1.1.4	O-3 Business/Region (%)	>= 90%		82.08%	5,961				NO
F.1.1.5	O-3 UNE/Region (%)	>= 85%		92.26%	362,364				YES
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region (%)	Diagnostic		85.36%	550,666				Diagnostic
F.1.2.2	O-3 Aggregate/Region (%)	Diagnostic		85.36%	550,666				Diagnostic
F.1.2.3	O-3 Residence/Region (%)	Diagnostic		82.30%	158,945				Diagnostic
F.1.2.4	O-3 Business/Region (%)	Diagnostic		63.47%	7,709				Diagnostic
F.1.2.5	O-3 UNE/Region (%)	Diagnostic		87.06%	384,012				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region (%)	>= 85%		82.48%	6,181				NO
F.1.3.2	O-3 Aggregate/Region (%)	>= 85%		82.48%	6,181				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		99.78%	453				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	O-10 xDSL (ADSL, HDSL and LCL)KY (%)	>= 95% w in 5 bus days		100.00%	8				YES
F.3.1.2	O-10 Local Interface TransportKY (%)	>= 95% w in 5 bus days		100.00%	1				YES
Average Speed of Answer									
F.4.1	O-12 Region (seconds)	Parity w Retail	249.05	6,663,958	27.00	45,529			YES
General - Maintenance Center									
Average Answer Time									
F.5.1	M&R-6 Region (seconds)	Parity w Retail	40.86	1,766,928	21.20	85,856			YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 KY (seconds)	PBD		4.03					PBD
% Answered in 10 seconds									
F.6.2	OS-2 KY (%)	PBD		85.00%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 KY (seconds)	PBD		4.62					PBD
% Answered in 12 seconds									

BellSouth Monthly State Summary Kentucky, January 2003

	DA-2	KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2	KY (%)	PBD	89.50%							PBD
General - E911											
Mean Interval											
F.8.1	E-3	KY (hours)	PBD	1.26	1,911						PBD
% Accuracy											
F.8.2	E-2	KY (%)	PBD	97.37%	101,702						PBD
% Timeliness											
F.8.3	E-1	KY (%)	PBD	100.00%	1,911						PBD
General - Billing											
Usage Data Delivery Accuracy											
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	2,057	100.00%	30,847	0.00000			YES
Usage Data Delivery Timeliness											
F.9.2	B-5	Region (%)	Parity w Retail	98.20%	24,052	99.82%	781,394,665	0.00086		-18.8752	YES
Usage Data Delivery Completeness											
F.9.3	B-4	Region (%)	Parity w Retail	99.14%	24,052	99.97%	781,394,665	0.00059		-13.8545	YES
Mean Time to Deliver Usage											
F.9.4	B-6	Region (days)	Parity w Retail	3.61	24,052	2.11	781,394,665				YES
Recurring Charge Completeness											
F.9.5.1	B-7	Retail/KY (%)	Parity w Retail	92.52%	\$2,573,295	99.57%	\$86,888	0.00332		-21.2511	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%	99.54%		99.54%	\$116,063				YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%	99.70%		99.70%	\$1,698				YES
Non-Recurring Charge Completeness											
F.9.6.1	B-8	Retail/KY (%)	Parity w Retail	90.19%	\$4,382,024	97.54%	\$131,183	0.00266		-27.6307	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%	99.33%		99.33%	\$131,021				YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%	96.73%		96.73%	\$33,810				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								
% 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			96.77%	31				NO
% Software Errors Corrected within 10 Business Days											
F.10.7	CM-6	Region (%)	>= 95% w in 10 days			100.00%	4				YES
% Software Errors Corrected within 30 Business Days											
F.10.8	CM-6	Region (%)	>= 95% w in 30 days			66.67%	3				NO

BellSouth Monthly State Summary Kentucky, January 2003

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6 Region (%)		66.67%	6				NO
F.10.10	% Change Requests Accepted or Rejected within 10 Business Days		100.00%	2				YES
F.10.11	% Change Requests Rejected Within The Reporting Period		50.00%	2				Diagnostic
F.10.12	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented		0					YES
F.10.13	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented		3					NO
F.10.14	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented		1					NO
F.10.15	% Test Deck Weight Failure in Production Release							
F.10.16	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented							
F.10.17	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented							
General - New Business Requests								
F.11.1	% New Business Requests Processed within 30 Business Days		100.00%	3				YES
F.11.2	% Quotes Provided within 10 Business Days							
F.11.3	% Quotes Provided within 30 Business Days		100.00%	3				YES
F.11.4	% Quotes Provided within 60 Business Days							
General - Ordering								
Acknowledgement Message Timeliness								
F.12.1.1	O-1 EDJ/Region (%)		99.97%	281,753				YES
F.12.1.2	O-1 TAG/Region (%)		100.00%	357,501				YES
F.12.2.1	O-2 EDJ/Region (%)		99.97%	281,838				NO
F.12.2.2	O-2 TAG/Region (%)		100.00%	357,505				NO
General - Database Updates								
Average Database Update Interval								
F.13.1.1	D-1 LIDB/KY (hours)	0.34	0.34	23				PBD
F.13.1.2	D-1 Directory Listings/KY (hours)	0.02	0.02	27				PBD
F.13.1.3	D-1 Directory Assistance/KY (hours)	5.52	5.51	22				PBD
% Update Accuracy								
F.13.2.1	D-2 LIDB/KY (%)		100.00%	1,177				YES
F.13.2.2	D-2 Directory Listings/KY (%)		99.16%	838				YES
F.13.2.3	D-2 Directory Assistance/KY (%)		100.00%	587				YES
% NXXs / LRNs Loaded by LERG Effective Date								
F.13.3	D-3 Region (%)		100.00%	52				YES

**BellSouth Monthly State Summary
Kentucky, January 2003**

General - Network Outage Notification		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Mean Time to Notify CLEC of Major Network Outages M&R-7 Region (minutes)		Parity w Retail	1,030	1	985	1				YES

F.14.1