

BellSouth Monthly State Summary
Kentucky, January 2002

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/KY(%)	Diagnostic		8.22%	7,663				Diagnostic
A.1.1.2	O-7	Business/KY(%)	Diagnostic		21.00%	281				Diagnostic
A.1.1.3	O-7	Design (Specials)/KY(%)	Diagnostic							Diagnostic
A.1.1.4	O-7	PBX/KY(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/KY(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/KY(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/KY(%)	Diagnostic		27.23%	1,337				Diagnostic
A.1.2.2	O-7	Business/KY(%)	Diagnostic		34.97%	183				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY(%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/KY(%)	Diagnostic		0.00%	2				Diagnostic
A.1.2.5	O-7	Centrex/KY(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/KY(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/KY(%)	Diagnostic		45.30%	117				Diagnostic
A.1.3.2	O-7	Business/KY(%)	Diagnostic		55.86%	145				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY(%)	Diagnostic		20.27%	74				Diagnostic
A.1.3.4	O-7	PBX/KY(%)	Diagnostic		0.00%	1				Diagnostic
A.1.3.5	O-7	Centrex/KY(%)	Diagnostic							Diagnostic
A.1.3.6	O-7	ISDN/KY(%)	Diagnostic		30.77%	13				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY(%)	>= 97% w in 1 hr		97.31%	631				YES
A.1.4.2	O-8	Business/KY(%)	>= 97% w in 1 hr		98.31%	59				YES
A.1.4.3	O-8	Design (Specials)/KY(%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/KY(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/KY(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/KY(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/KY(%)	>= 85% w in 10 hrs		92.88%	365				YES
A.1.7.2	O-8	Business/KY(%)	>= 85% w in 10 hrs		98.46%	65				YES
A.1.7.3	O-8	Design (Specials)/KY(%)	>= 85% w in 10 hrs							
A.1.7.4	O-8	PBX/KY(%)	>= 85% w in 10 hrs							
A.1.7.5	O-8	Centrex/KY(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/KY(%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/KY(%)	>= 85% w in 24 hrs		100.00%	53				YES
A.1.8.2	O-8	Business/KY(%)	>= 85% w in 24 hrs		98.77%	81				YES
A.1.8.3	O-8	Design (Specials)/KY(%)	>= 85% w in 24 hrs		100.00%	15				YES
A.1.8.4	O-8	PBX/KY(%)	>= 85% w in 24 hrs							
A.1.8.5	O-8	Centrex/KY(%)	>= 85% w in 24 hrs							
A.1.8.6	O-8	ISDN/KY(%)	>= 85% w in 24 hrs		100.00%	4				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY(%)	>= 95% w in 3 hrs		99.94%	7,045				YES
A.1.9.2	O-9	Business/KY(%)	>= 95% w in 3 hrs		99.55%	223				YES
A.1.9.3	O-9	Design (Specials)/KY(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/KY(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/KY(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/KY(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/KY(%)	>= 85% w in 10 hrs		93.00%	1,043				YES
A.1.12.2	O-9	Business/KY(%)	>= 85% w in 10 hrs		96.75%	123				YES

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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

A.1.18.1.1	O-11	Residence/EDI/KY(%)	>= 95%
A.1.18.1.2	O-11	Residence/TAG/KY(%)	>= 95%
A.1.18.2.1	O-11	Business/EDI/KY(%)	>= 95%
A.1.18.2.2	O-11	Business/TAG/KY(%)	>= 95%
A.1.18.3.1	O-11	Design (Specials)/EDI/KY(%)	>= 95%
A.1.18.3.2	O-11	Design (Specials)/TAG/KY(%)	>= 95%
A.1.18.4.1	O-11	PBX/EDI/KY(%)	>= 95%
A.1.18.4.2	O-11	PBX/TAG/KY(%)	>= 95%
A.1.18.5.1	O-11	Centrex/EDI/KY(%)	>= 95%
A.1.18.5.2	O-11	Centrex/TAG/KY(%)	>= 95%
A.1.18.6.1	O-11	ISDN/EDI/KY(%)	>= 95%
A.1.18.6.2	O-11	ISDN/TAG/KY(%)	>= 95%

			95.59%	68					YES
			92.59%	1,269					NO
			93.44%	183					NO
			100.00%	2					YES

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

A.1.19.1	O-11	Residence/KY(%)	>= 95%
A.1.19.2	O-11	Business/KY(%)	>= 95%
A.1.19.3	O-11	Design (Specials)/KY(%)	>= 95%
A.1.19.4	O-11	PBX/KY(%)	>= 95%
A.1.19.5	O-11	Centrex/KY(%)	>= 95%
A.1.19.6	O-11	ISDN/KY(%)	>= 95%

			93.58%	109					NO
			92.86%	126					NO
			90.28%	72					NO
			100.00%	1					YES
			91.67%	12					NO

Resale - Provisioning

Order Completion Interval

A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY(days)	Res
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY(days)	Res
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY(days)	Res
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY(days)	Res
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY(days)	Bus
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY(days)	Bus
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY(days)	Bus
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/KY(days)	Bus
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY(days)	Design
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Design
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY(days)	Design
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)	Design
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY(days)	PBX
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY(days)	PBX
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY(days)	PBX
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY(days)	PBX
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY(days)	Centrex
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY(days)	Centrex
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY(days)	Centrex
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY(days)	Centrex
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY(days)	ISDN
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY(days)	ISDN
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY(days)	ISDN
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY(days)	ISDN

	5.83	5,161	4.47	302	22.856	1.35313	1.0060		YES
	0.83	125,156	0.52	4,856	0.947	0.01386	22.1075		YES
	4.43	17	5.00	1	1.207	1.24196	-0.4580		YES
	2.28	4,722	2.98	20	5.459	1.22333	-0.5781		YES
	1.12	5,709	0.64	169	2.357	0.18395	2.6218		YES
	5.80	30			4.597				
	0.33	1			0.000				
	23.07	421			26.132				
	19.95	41	3.00	2	42.447	30.73791	0.5515		YES
	13.36	14			12.283				
	2.90	32	2.53	5	6.015	2.89259	0.1288		YES
	1.00	1			0.000				
	1.89	6			2.723				
	5.90	90			9.350				
	1.79	79			1.267				
	10.15	20	4.00	1	14.787	15.15234	0.4059		YES
	7.50	2			9.192				
	24.33	121			31.876				
	19.91	125	1.00	1	35.599	35.74065	0.5290		YES
	4.67	5			4.854				

Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY(days)	Res
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY(days)	Res
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY(days)	Res
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY(days)	Res
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY(days)	Res
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY(days)	Res
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY(days)	Bus
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY(days)	Bus
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY(days)	Bus
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY(days)	Bus

	36.70	56	27.00	2	43.104	31.01837	0.3126		YES
	0.00	0	0.00	0					YES
	0.00	0	0.00	0					YES
	0.00	0	0.00	0					YES
	0.00	0	0.00	0					YES
	30.27	11	95.00	1	64.880	67.76498	-0.9552		YES
	0.00	0	0.00	0					YES
	0.00	0	0.00	0					YES
	36.00	1			0.000				

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A.2.9.4	P-2	PBX/KY(%)
A.2.9.5	P-2	Centrex/KY(%)
A.2.9.6	P-2	ISDN/KY(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

A.2.10.1	P-2	Residence/KY(%)
A.2.10.2	P-2	Business/KY(%)
A.2.10.3	P-2	Design (Specials)/KY(%)
A.2.10.4	P-2	PBX/KY(%)
A.2.10.5	P-2	Centrex/KY(%)
A.2.10.6	P-2	ISDN/KY(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY(%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY(%)

Benchmark / Analog

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

7.88%	5,802	2.63%	342		0.01499	3.4992	YES
0.06%	128,809	0.08%	5,285		0.00035	-0.3397	YES
5.88%	17	0.00%	1		0.24212	0.2430	YES
1.56%	4,871	2.33%	43		0.01898	-0.4032	YES
0.36%	5,761	0.00%	225		0.00410	0.8901	YES
8.33%	36						
0.00%	1						
9.55%	440						
0.00%	41	0.00%	2		0.00000		YES
0.00%	14						
3.03%	33	0.00%	5		0.08226	0.3684	YES
0.00%	1						
0.00%	6						
0.00%	93						
0.00%	80						
0.00%	20	0.00%	1		0.00000		YES
0.00%	2						
3.20%	125						
0.80%	125	0.00%	2		0.06349	0.1260	YES
0.00%	5						

8.35%	5,376	10.00%	230		0.01863	-0.8847	YES
2.93%	98,609	4.45%	4,198		0.00266	-5.7517	NO
16.67%	6						
1.83%	5,677	10.42%	48		0.01944	-4.4165	NO
3.49%	4,504	3.83%	183		0.01383	-0.2453	YES
3.85%	26						
0.00%	2						
5.82%	395						
0.00%	36	0.00%	1		0.00000		YES
6.67%	15						
0.00%	37	0.00%	4		0.00000		YES
0.00%	10	0.00%	1		0.00000		YES
0.00%	89						
1.04%	96	0.00%	1		0.10206	0.1021	YES
0.00%	10						
0.00%	7						
6.31%	111						
0.00%	69	0.00%	3		0.00000		YES
0.00%	1						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY(%)	Design	0.41%	488	0.00%	4		0.03207	0.1278	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY(%)	PBX	13.89%	36	0.00%	0				YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY(%)	PBX	2.78%	36	0.00%	1	0.16660	0.1667		YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY(%)	Centrex	6.67%	210	0.00%	26	0.05186	1.2855		YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY(%)	Centrex	0.99%	101	0.00%	3	0.05801	0.1707		YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY(%)	ISDN	4.65%	43	0.00%	2	0.15233	0.3053		YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY(%)	ISDN	2.33%	86	0.00%	3	0.08852	0.2627		YES
Customer Trouble Report Rate											
A.3.2.1.1	M&R-2	Residence/Dispatch/KY(%)	Res	1.93%	813,195	2.30%	20,434	0.00098	-3.7095		NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY(%)	Res	0.91%	813,195	0.69%	20,434	0.00668	3.2667		YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY(%)	Bus	1.21%	200,545	1.52%	6,847	0.00135	-2.3084		NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY(%)	Bus	0.55%	200,545	0.39%	6,847	0.00091	1.6844		YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY(%)	Design	0.86%	38,485	0.62%	809	0.00329	0.7278		YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY(%)	Design	1.27%	38,485	0.49%	809	0.00400	1.9338		YES
A.3.2.4.1	M&R-2	PBX/Dispatch/KY(%)	PBX	0.12%	30,391	0.00%	673	0.00134	0.8831		YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY(%)	PBX	0.12%	30,391	0.15%	673	0.00134	-0.2246		YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY(%)	Centrex	0.39%	53,249	4.68%	555	0.00268	-16.0114		NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY(%)	Centrex	0.19%	53,249	0.54%	555	0.00186	-1.8881		NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY(%)	ISDN	0.06%	70,393	0.34%	596	0.00102	-2.6999		NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY(%)	ISDN	0.12%	70,393	0.50%	596	0.00144	-2.6512		NO
Maintenance Average Duration											
A.3.3.1.1	M&R-3	Residence/Dispatch/KY(hours)	Res	21.44	15,696	16.42	469	23.746	1.11273	4.5073	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY(hours)	Res	6.25	7,407	3.21	141	11.295	0.96023	3.1613	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY(hours)	Bus	10.33	2,421	8.80	104	15.293	1.53142	0.9998	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY(hours)	Bus	2.68	1,098	0.94	27	5.614	1.09367	1.5888	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY(hours)	Design	17.49	330	3.03	5	212.792	95.88179	0.1508	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY(hours)	Design	1.87	488	4.09	4	2.806	1.40849	-1.5787	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY(hours)	PBX	11.40	36	0.00	0	19.016			YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY(hours)	PBX	4.62	36	0.02	1	9.647	9.77993	0.4707	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY(hours)	Centrex	12.22	210	2.33	26	16.958	3.52568	2.8066	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY(hours)	Centrex	3.14	101	0.31	3	4.776	2.79813	1.0109	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY(hours)	ISDN	8.34	43	6.33	2	10.749	7.77523	0.2586	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY(hours)	ISDN	2.89	86	1.10	3	5.269	3.09464	0.5788	YES
% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/KY(%)	Res	19.05%	15,696	14.71%	469	0.01840	2.3570		YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY(%)	Res	13.24%	7,407	17.02%	141	0.02882	-1.3107		YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY(%)	Bus	14.29%	2,421	7.69%	104	0.03505	1.8829		YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY(%)	Bus	11.84%	1,098	7.41%	27	0.06294	0.7043		YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY(%)	Design	19.09%	330	0.00%	5	0.17709	1.0780		YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY(%)	Design	23.16%	488	25.00%	4	0.21178	-0.0871		YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY(%)	PBX	2.78%	36	0.00%	0				YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY(%)	PBX	5.56%	36	0.00%	1	0.23222	0.2392		YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY(%)	Centrex	12.86%	210	3.85%	26	0.06959	1.2949		YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY(%)	Centrex	15.84%	101	0.00%	3	0.21392	0.7406		YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY(%)	ISDN	13.95%	43	0.00%	2	0.25065	0.5567		YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY(%)	ISDN	17.44%	86	33.33%	3	0.22288	-0.7130		YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/KY(%)	Res	12.48%	9,310	8.31%	349	0.01802	2.3151		YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY(%)	Res	3.38%	1,834	0.00%	63	0.02316	1.4598		YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY(%)	Bus	6.40%	1,329	7.46%	67	0.03064	-0.3482		YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY(%)	Bus	1.01%	397	0.00%	11	0.03053	0.3301		YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY(%)	Design	2.73%	330	0.00%	5	0.07339	0.3716		YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY(%)	Design	0.41%	488	0.00%	4	0.03207	0.1278		YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY(%)	PBX	7.14%	28	0.00%	0				YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY(%)	PBX	3.13%	32	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY(%)	Centrex	5.51%	127	0.00%	2	0.16263	0.3389		YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY(%)	Centrex	0.00%	67	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY(%)	ISDN	4.65%	43	0.00%	2	0.15233	0.3053		YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY(%)	ISDN	2.33%	86	0.00%	3	0.08852	0.2627	YES
Resale - Billing										
Invoice Accuracy										
A.4.1	B-1	KY(%)	BST - State	99.42%	\$96,787,051	98.12%	\$1,523,301	0.00006	208.7841	NO
Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	4.87	1	3.96	1,863			YES

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

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B.1.1.1	O-7	Switch Ports/KY(%)
B.1.1.2	O-7	Local Interoffice Transport/KY(%)
B.1.1.3	O-7	Loop + Port Combinations/KY(%)
B.1.1.4	O-7	Combo Other/KY(%)
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY(%)
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY(%)
B.1.1.7	O-7	Line Sharing/KY(%)
B.1.1.8	O-7	2W Analog Loop Design/KY(%)
B.1.1.9	O-7	2W Analog Loop Non-Design/KY(%)
B.1.1.10	O-7	2W Analog Loop w/INP Design/KY(%)
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/KY(%)
B.1.1.12	O-13	2W Analog Loop w/LNP Design/KY(%)
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/KY(%)
B.1.1.14	O-7	Other Design/KY(%)
B.1.1.15	O-7	Other Non-Design/KY(%)
B.1.1.16	O-7	INP Standalone/KY(%)
B.1.1.17	O-13	LNP Standalone/KY(%)

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									Diagnostic
									Diagnostic
			17.64%	2,437					Diagnostic
									Diagnostic
			31.25%	16					Diagnostic
									Diagnostic
			15.38%	39					Diagnostic
			37.50%	16					Diagnostic
			0.00%	2					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			27.27%	33					Diagnostic
			27.37%	1,330					Diagnostic
									Diagnostic
			2.99%	770					Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7	Switch Ports/KY(%)
B.1.2.2	O-7	Local Interoffice Transport/KY(%)
B.1.2.3	O-7	Loop + Port Combinations/KY(%)
B.1.2.4	O-7	Combo Other/KY(%)
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY(%)
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY(%)
B.1.2.7	O-7	Line Sharing/KY(%)
B.1.2.8	O-7	2W Analog Loop Design/KY(%)
B.1.2.9	O-7	2W Analog Loop Non-Design/KY(%)
B.1.2.10	O-7	2W Analog Loop w/INP Design/KY(%)
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/KY(%)
B.1.2.12	O-13	2W Analog Loop w/LNP Design/KY(%)
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/KY(%)
B.1.2.14	O-7	Other Design/KY(%)
B.1.2.15	O-7	Other Non-Design/KY(%)
B.1.2.16	O-7	INP Standalone/KY(%)
B.1.2.17	O-13	LNP Standalone/KY(%)

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									Diagnostic
			32.58%	887					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			13.33%	15					Diagnostic
			50.00%	2					Diagnostic
			50.00%	2					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			0.00%	1					Diagnostic
									Diagnostic
			5.26%	19					Diagnostic
			57.38%	122					Diagnostic
									Diagnostic
			25.66%	304					Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7	Switch Ports/KY(%)
B.1.3.2	O-7	Local Interoffice Transport/KY(%)
B.1.3.3	O-7	Loop + Port Combinations/KY(%)
B.1.3.4	O-7	Combo Other/KY(%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY(%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY(%)
B.1.3.7	O-7	Line Sharing/KY(%)
B.1.3.8	O-7	2W Analog Loop Design/KY(%)
B.1.3.9	O-7	2W Analog Loop Non-Design/KY(%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY(%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY(%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY(%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY(%)
B.1.3.14	O-7	Other Design/KY(%)
B.1.3.15	O-7	Other Non-Design/KY(%)
B.1.3.16	O-7	INP Standalone/KY(%)
B.1.3.17	O-13	LNP Standalone/KY(%)

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									Diagnostic
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			33.33%	138					Diagnostic
									Diagnostic
			33.33%	3					Diagnostic
			0.00%	20					Diagnostic
			29.73%	37					Diagnostic
			100.00%	2					Diagnostic
			31.58%	19					Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
									Diagnostic
			32.14%	28					Diagnostic
			37.02%	208					Diagnostic
			0.00%	2					Diagnostic
			17.58%	91					Diagnostic

Reject Interval - Mechanized

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.3.2	O-11 Loop + Port Combinations/TAG/KY(%)	>= 95%		92.70%	849				NO
B.1.18.4.1	O-11 Combo Other/EDI/KY(%)	>= 95%							
B.1.18.4.2	O-11 Combo Other/TAG/KY(%)	>= 95%							
B.1.18.5.1	O-11 xDSL (ADSL, HDSL and UCL)/EDI/KY(%)	>= 95%							
B.1.18.5.2	O-11 xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%							
B.1.18.6.1	O-11 ISDN Loop (UDN, UDC)/EDI/KY(%)	>= 95%							
B.1.18.6.2	O-11 ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%							
B.1.18.7.1	O-11 Line Sharing/EDI/KY(%)	>= 95%							
B.1.18.7.2	O-11 Line Sharing/TAG/KY(%)	>= 95%		100.00%	1				YES
B.1.18.8.1	O-11 2W Analog Loop Design/EDI/KY(%)	>= 95%		100.00%	13				YES
B.1.18.8.2	O-11 2W Analog Loop Design/TAG/KY(%)	>= 95%		100.00%	2				YES
B.1.18.9.1	O-11 2W Analog Loop Non-Design/EDI/KY(%)	>= 95%							
B.1.18.9.2	O-11 2W Analog Loop Non-Design/TAG/KY(%)	>= 95%							
B.1.18.10.1	O-11 2W Analog Loop w/INP Design/EDI/KY(%)	>= 95%		100.00%	2				YES
B.1.18.10.2	O-11 2W Analog Loop w/INP Design/TAG/KY(%)	>= 95%							
B.1.18.11.1	O-11 2W Analog Loop w/INP Non-Design/EDI/KY(%)	>= 95%							
B.1.18.11.2	O-11 2W Analog Loop w/INP Non-Design/TAG/KY(%)	>= 95%							
B.1.18.12.1	O-11 2W Analog Loop w/LNP Design/EDI/KY(%)	>= 95%		100.00%	1				YES
B.1.18.12.2	O-11 2W Analog Loop w/LNP Design/TAG/KY(%)	>= 95%							
B.1.18.13.1	O-11 2W Analog Loop w/LNP Non-Design/EDI/KY(%)	>= 95%							
B.1.18.13.2	O-11 2W Analog Loop w/LNP Non-Design/TAG/KY(%)	>= 95%							
B.1.18.14.1	O-11 Other Design/EDI/KY(%)	>= 95%		100.00%	3				YES
B.1.18.14.2	O-11 Other Design/TAG/KY(%)	>= 95%		100.00%	16				YES
B.1.18.15.1	O-11 Other Non-Design/EDI/KY(%)	>= 95%		79.00%	100				NO
B.1.18.15.2	O-11 Other Non-Design/TAG/KY(%)	>= 95%		90.48%	21				NO
B.1.18.16.1	O-11 INP Standalone/EDI/KY(%)	>= 95%							
B.1.18.16.2	O-11 INP Standalone/TAG/KY(%)	>= 95%							
B.1.18.17.1	O-11 LNP Standalone/EDI/KY(%)	>= 95%		99.34%	304				YES
B.1.18.17.2	O-11 LNP Standalone/TAG/KY(%)	>= 95%							

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

B.1.19.1	O-11 Switch Ports/KY(%)	>= 95%							
B.1.19.2	O-11 Local Interoffice Transport/KY(%)	>= 95%							
B.1.19.3	O-11 Loop + Port Combinations/KY(%)	>= 95%		94.66%	131				NO
B.1.19.4	O-11 Combo Other/KY(%)	>= 95%							
B.1.19.5	O-11 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95%		100.00%	3				YES
B.1.19.6	O-11 ISDN Loop (UDN, UDC)/KY(%)	>= 95%		94.44%	18				NO
B.1.19.7	O-11 Line Sharing/KY(%)	>= 95%		88.57%	35				NO
B.1.19.8	O-11 2W Analog Loop Design/KY(%)	>= 95%		50.00%	2				NO
B.1.19.9	O-11 2W Analog Loop Non-Design/KY(%)	>= 95%		83.33%	18				NO
B.1.19.10	O-11 2W Analog Loop w/INP Design/KY(%)	>= 95%							
B.1.19.11	O-11 2W Analog Loop w/INP Non-Design/KY(%)	>= 95%							
B.1.19.12	O-11 2W Analog Loop w/LNP Design/KY(%)	>= 95%							
B.1.19.13	O-11 2W Analog Loop w/LNP Non-Design/KY(%)	>= 95%							
B.1.19.14	O-11 Other Design/KY(%)	>= 95%		92.31%	26				NO
B.1.19.15	O-11 Other Non-Design/KY(%)	>= 95%		94.55%	202				NO
B.1.19.16	O-11 INP Standalone/KY(%)	>= 95%		100.00%	2				YES
B.1.19.17	O-11 LNP Standalone/KY(%)	>= 95%		98.90%	91				YES

Unbundled Network Elements - Provisioning

Order Completion Interval									
B.2.1.1.1.1	P-4 Switch Ports/<10 circuits/Dispatch/KY(days)	R&B (POTS)	4.13	9,883			17.034		
B.2.1.1.1.2	P-4 Switch Ports/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.84	130,865			1.051		
B.2.1.1.2.1	P-4 Switch Ports/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	5.30	47			3.778		
B.2.1.1.2.2	P-4 Switch Ports/>=10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.33	1			0.000		
B.2.1.2.1.1	P-4 Local Interoffice Transport/<10 circuits/Dispatch/KY(days)	DS1/DS3	18.91	337			20.438		
B.2.1.2.1.2	P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY(days)	DS1/DS3							
B.2.1.2.2.1	P-4 Local Interoffice Transport/>=10 circuits/Dispatch/KY(days)	DS1/DS3							
B.2.1.2.2.2	P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(days)	DS1/DS3							
B.2.1.3.1.1	P-4 Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	R&B	4.15	9,978	2.51	60	16.977	2.19826	0.7443

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B.2.1.3.1.2
B.2.1.3.1.3
B.2.1.3.1.4
B.2.1.3.2.1
B.2.1.3.2.2
B.2.1.3.2.3
B.2.1.3.2.4
B.2.1.4.1.1
B.2.1.4.1.4
B.2.1.4.2.1
B.2.1.4.2.4
B.2.1.6.3.1
B.2.1.6.3.2
B.2.1.6.4.1
B.2.1.6.4.2
B.2.1.6.5.1
B.2.1.6.5.2
B.2.1.7.3.1
B.2.1.7.3.2
B.2.1.7.4.1
B.2.1.7.4.2
B.2.1.7.5.1
B.2.1.7.5.2
B.2.1.8.1.1
B.2.1.8.1.2
B.2.1.8.2.1
B.2.1.8.2.2
B.2.1.9.1.1
B.2.1.9.1.4
B.2.1.9.2.1
B.2.1.9.2.4
B.2.1.10.1.1
B.2.1.10.1.2
B.2.1.10.2.1
B.2.1.10.2.2
B.2.1.11.1.1
B.2.1.11.1.4
B.2.1.11.2.1
B.2.1.11.2.4
B.2.1.12.1.1
B.2.1.12.1.2
B.2.1.12.2.1
B.2.1.12.2.2
B.2.1.13.1.1
B.2.1.13.1.4
B.2.1.13.2.1
B.2.1.13.2.4
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B.2.1.15.1.2
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B.2.1.15.2.2
B.2.1.16.1.1
B.2.1.16.1.2
B.2.1.16.2.1
B.2.1.16.2.2
B.2.1.17.1.1
B.2.1.17.1.2

P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)
P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(days)
P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY(days)
P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)
P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(days)
P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(days)
P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(days)
P-4	Combo Other/<10 circuits/Dispatch/KY(days)
P-4	Combo Other/<10 circuits/Dispatch In/KY(days)
P-4	Combo Other/>=10 circuits/Dispatch/KY(days)
P-4	Combo Other/>=10 circuits/Dispatch In/KY(days)
P-4	UNE ISDN/<6 circuits/Dispatch/KY(days)
P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY(days)
P-4	UNE ISDN/6-13 circuits/Dispatch/KY(days)
P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY(days)
P-4	UNE ISDN/>=14 circuits/Dispatch/KY(days)
P-4	UNE ISDN/>=14 circuits/Non-Dispatch/KY(days)
P-4	Line Sharing/<6 circuits/Dispatch/KY(days)
P-4	Line Sharing/<6 circuits/Non-Dispatch/KY(days)
P-4	Line Sharing/6-13 circuits/Dispatch/KY(days)
P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY(days)
P-4	Line Sharing/>=14 circuits/Dispatch/KY(days)
P-4	Line Sharing/>=14 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(days)
P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(days)
P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(days)
P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(days)
P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(days)
P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(days)
P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(days)
P-4	Other Design/<10 circuits/Dispatch/KY(days)
P-4	Other Design/<10 circuits/Non-Dispatch/KY(days)
P-4	Other Design/>=10 circuits/Dispatch/KY(days)
P-4	Other Design/>=10 circuits/Non-Dispatch/KY(days)
P-4	Other Non-Design/<10 circuits/Dispatch/KY(days)
P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY(days)
P-4	Other Non-Design/>=10 circuits/Dispatch/KY(days)
P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY(days)
P-4	INP (Standalone)/<10 circuits/Dispatch/KY(days)
P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)
P-4	INP (Standalone)/>=10 circuits/Dispatch/KY(days)
P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)
P-4	LNP (Standalone)/<10 circuits/Dispatch/KY(days)
P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)

Benchmark /
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.84	131,007	0.48	1,509	1.051	0.02722	13.1263	YES
0.33	70,546	0.33	1,238	0.000	0.00000		YES
1.44	60,461	1.18	271	1.318	0.08025	3.1716	YES
6.67	68	9.00	1	8.787	8.85118	-0.2636	YES
2.96	9	0.33	1	4.699	4.95299	0.5312	YES
0.33	5	0.33	1	0.000	0.00000		YES
6.25	4			5.737			
5.15	10,529	11.88	8	18.173	6.42748	-1.0465	YES
5.15	10,529			40.018			
6.67	68			8.787			
6.67	68			4.854			
12.45	51	9.50	12	6.745	2.16403	1.3632	YES
1.71	45			1.818			
4.54	459	3.00	1	3.633	3.63645	0.4235	YES
3.75	1,242	3.60	10	0.831	0.26394	0.5683	YES
4.15	9,978			16.977			
4.15	9,978			1.051			
6.67	68			8.787			
6.67	68			4.699			
4.13	9,883	4.33	3	17.034	9.83615	-0.0205	YES
1.43	60,377			1.318			
5.30	47			3.778			
4.15	9,978			16.977			
4.15	9,978			1.051			
6.67	68			8.787			
6.67	68			4.699			
4.13	9,883			17.034			
1.43	60,377			1.318			
5.30	47			3.778			
4.15	9,978			16.977			
4.15	9,978			1.051			
6.67	68			8.787			
6.67	68			4.699			
4.13	9,883			17.034			
1.43	60,377			1.318			
5.30	47			3.778			
23.29	551	31.00	1	27.307	27.33220	-0.2822	YES
24.60	135			40.018			
4.67	5			4.854			
4.15	9,978	6.00	1	16.977	16.97752	-0.1091	YES
0.84	131,007	4.00	1	1.051	1.05144	-3.0053	NO
6.67	68			8.787			
2.96	9			4.699			
4.13	9,883			17.034			
0.84	130,865	4.00	1	1.051	1.05090	-3.0076	NO
5.30	47			3.778			
0.33	1			0.000			
4.13	9,883			17.034			
0.84	130,865	0.85	948	1.051	0.03425	-0.2982	YES

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B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY(hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY(hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY(hours)
B.2.8.14	P-2	Other Design/KY(hours)
B.2.8.15	P-2	Other Non-Design/KY(hours)
B.2.8.16	P-2	INP (Standalone)/KY(hours)
B.2.8.17	P-2	LNP (Standalone)/KY(hours)
B.2.8.18	P-2	Digital Loop < DS1/KY(hours)
B.2.8.19	P-2	Digital Loop >= DS1/KY(hours)

Benchmark /
Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		336.00	2				YES
		228.00	6				YES

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/KY(hours)
B.2.9.2	P-2	Local Interoffice Transport/KY(hours)
B.2.9.3	P-2	Loop + Port Combinations/KY(hours)
B.2.9.4	P-2	Combo Other/KY(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(hours)
B.2.9.6	P-2	UNE ISDN/KY(hours)
B.2.9.7	P-2	Line Sharing/KY(hours)
B.2.9.8	P-2	2W Analog Loop Design/KY(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/KY(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY(hours)
B.2.9.14	P-2	Other Design/KY(hours)
B.2.9.15	P-2	Other Non-Design/KY(hours)
B.2.9.16	P-2	INP (Standalone)/KY(hours)
B.2.9.17	P-2	LNP (Standalone)/KY(hours)
B.2.9.18	P-2	Digital Loop < DS1/KY(hours)
B.2.9.19	P-2	Digital Loop >= DS1/KY(hours)

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							Diagnostic
							Diagnostic
		192.00	2				Diagnostic
		312.00	3				Diagnostic
							Diagnostic
		192.00	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		192.00	2				Diagnostic
							Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/KY(%)
B.2.10.2	P-2	Local Interoffice Transport/KY(%)
B.2.10.3	P-2	Loop + Port Combinations/KY(%)
B.2.10.4	P-2	Combo Other/KY(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)
B.2.10.6	P-2	UNE ISDN/KY(%)
B.2.10.7	P-2	Line Sharing/KY(%)
B.2.10.8	P-2	2W Analog Loop Design/KY(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/KY(%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY(%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY(%)
B.2.10.14	P-2	Other Design/KY(%)
B.2.10.15	P-2	Other Non-Design/KY(%)
B.2.10.16	P-2	INP (Standalone)/KY(%)
B.2.10.17	P-2	LNP (Standalone)/KY(%)
B.2.10.18	P-2	Digital Loop < DS1/KY(%)
B.2.10.19	P-2	Digital Loop >= DS1/KY(%)

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

		100.00%	3				YES
		100.00%	2				YES
		100.00%	2				YES
		100.00%	6				YES

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/KY(%)
B.2.11.2	P-2	Local Interoffice Transport/KY(%)
B.2.11.3	P-2	Loop + Port Combinations/KY(%)
B.2.11.4	P-2	Combo Other/KY(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)
B.2.11.6	P-2	UNE ISDN/KY(%)
B.2.11.7	P-2	Line Sharing/KY(%)
B.2.11.8	P-2	2W Analog Loop Design/KY(%)
B.2.11.9	P-2	2W Analog Loop Non-Design/KY(%)

Diagnostic
Diagnostic
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Diagnostic

							Diagnostic
							Diagnostic
		100.00%	2				Diagnostic
		100.00%	3				Diagnostic
							Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY(%)								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY(%)								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY(%)								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY(%)								Diagnostic
B.2.11.14	P-2	Other Design/KY(%)								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY(%)								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY(%)								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY(%)								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY(%)			100.00%	2				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY(%)								Diagnostic
Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/KY(%)								
B.2.12.2	P-7	Loops with LNP/KY(%)			100.00%	4				YES
% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/KY(%)								<= 5%
B.2.13.2	P-7A	Time-Specific SL2/KY(%)								<= 5%
B.2.13.3	P-7A	Non-Time Specific SL1/KY(%)								<= 5%
B.2.13.4	P-7A	Non-Time Specific SL2/KY(%)								<= 5%
Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/KY(%)								>= 95% w in 15 min
B.2.14.2	P-7A	Time-Specific SL2/KY(%)								>= 95% w in 15 min
B.2.14.3	P-7A	Non-Time Specific SL1/KY(%)								>= 95% w in 15 min
B.2.14.4	P-7A	Non-Time Specific SL2/KY(%)								>= 95% w in 15 min
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/KY(%)								<= 5%
B.2.15.2	P-7A	Time-Specific SL2/KY(%)								<= 5%
B.2.15.3	P-7A	Non-Time Specific SL1/KY(%)								<= 5%
B.2.15.4	P-7A	Non-Time Specific SL2/KY(%)								<= 5%
Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/KY(minutes)								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY(minutes)								Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY(%)								<= 5%
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY(%)								<= 5%
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY(%)			0.00%	1				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY(%)			0.00%	1				YES
% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.99%	10,673					
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.08%	134,570					
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.55%	53					
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.00%	1					
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	3.25%	338					
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY(%)	DS1/DS3							
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	4.95%	10,771	4.49%	89	0.02308	0.1967	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	0.08%	134,713	0.15%	1,962	0.00063	-1.1986	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	70,584	0.00%	1,239	0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	0.16%	64,129	0.41%	723	0.00150	-1.6796	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	5.41%	74	0.00%	1	0.22765	0.2374	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	9	0.00%	1	0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	5	0.00%	1	0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	4					
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	5.10%	11,345	0.00%	9	0.07339	0.6954	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	5.10%	11,345					
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	5.41%	74					
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	5.41%	74					

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B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY(%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY(%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY(%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY(%)
B.2.18.6.1.1	P-3	UNE ISDN<10 circuits/Dispatch/KY(%)
B.2.18.6.1.2	P-3	UNE ISDN<10 circuits/Non-Dispatch/KY(%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY(%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY(%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY(%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY(%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY(%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY(%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)
B.2.18.9.1.2	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY(%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY(%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY(%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY(%)
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(%)

Benchmark / Analog

ADSL to Retail	7.66%	666	0.00%	13				
ADSL to Retail	1.11%	1,439						
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	5.56%	54	0.00%	14		0.06870	0.8087	YES
ISDN - BRI	2.22%	45						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	7.66%	666	0.00%	1		0.26612	0.2878	YES
ADSL to Retail	1.11%	1,439	0.00%	10		0.03327	0.3342	YES
ADSL to Retail								
ADSL to Retail								
R&B - Disp	4.95%	10,771						
R&B - Disp	4.95%	10,771						
R&B - Disp	5.41%	74						
R&B - Disp	5.41%	74						
R&B (POTS) excl SB Or	4.99%	10,673	0.00%	4		0.10893	0.4585	YES
R&B (POTS) excl SB Or	0.16%	64,044						
R&B (POTS) excl SB Or	7.55%	53						
R&B (POTS) excl SB Or								
R&B - Disp	4.95%	10,771						
R&B - Disp	4.95%	10,771						
R&B - Disp	5.41%	74						
R&B - Disp	5.41%	74						
R&B (POTS) excl SB Or	4.99%	10,673						
R&B (POTS) excl SB Or	0.16%	64,044						
R&B (POTS) excl SB Or	7.55%	53						
R&B (POTS) excl SB Or								
R&B - Disp	4.95%	10,771	0.00%	1		0.21689	0.2282	YES
R&B - Disp	4.95%	10,771						
R&B - Disp	5.41%	74						
R&B - Disp	5.41%	74						
R&B (POTS) excl SB Or	4.99%	10,673						
R&B (POTS) excl SB Or	0.16%	64,044						
R&B (POTS) excl SB Or	7.55%	53						
R&B (POTS) excl SB Or								
Design	8.01%	574	0.00%	1		0.27175	0.2949	YES
Design	0.74%	136						
Design								
Design	0.00%	5						
R&B	4.95%	10,771	0.00%	1		0.21689	0.2282	YES
R&B	0.08%	134,713	0.00%	1		0.02777	0.0278	YES
R&B	5.41%	74						
R&B	0.00%	9						
R&B (POTS)	4.99%	10,673						
R&B (POTS)	0.08%	134,570	0.00%	1		0.02766	0.0277	YES
R&B (POTS)	7.55%	53						
R&B (POTS)	0.00%	1						
R&B (POTS)	4.99%	10,673						
R&B (POTS)	0.08%	134,570	0.11%	950		0.00090	-0.3190	YES
R&B (POTS)	7.55%	53						
R&B (POTS)	0.00%	1	0.00%	4		0.00000		YES
Digital Loop < DS1	7.32%	820	0.00%	27		0.05094	1.4365	YES
Digital Loop < DS1	0.96%	1,762						
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1	6.90%	87	0.00%	23		0.05941	1.1608	YES
Digital Loop >= DS1	0.00%	99						
Digital Loop >= DS1								
Digital Loop >= DS1	0.00%	5						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	5.00%	11,053					
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	2.95%	103,113					
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	6.25%	32					
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.00%	2					
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	1.91%	314	0.00%	1	0.13712	0.1394	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/KY(%)	DS1/DS3							
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	4.96%	11,145	4.65%	86	0.02351	0.1322	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	2.95%	103,272	2.35%	2,004	0.00381	1.5788	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	2.98%	53,344	1.98%	1,416	0.00458	2.1980	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	2.91%	49,928	3.23%	588	0.00697	-0.4635	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	4.65%	43					
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	19					
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	4					
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	15					
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	5.01%	11,663	0.00%	10	0.06900	0.7257	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	5.01%	11,663					
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	4.65%	43					
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	4.65%	43					
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)	ADSL to Retail	8.56%	1,087	7.69%	13	0.07804	0.1106	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	8.14%	1,805					
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(%)	ADSL to Retail	0.00%	1					
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY(%)	ISDN - BRI	10.64%	47	5.56%	18	0.08546	0.5947	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	0.00%	35					
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY(%)	ISDN - BRI	0.00%	1					
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY(%)	ISDN - BRI							
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY(%)	ADSL to Retail	8.56%	1,087	0.00%	6	0.11451	0.7472	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	8.14%	1,805	13.95%	43	0.04220	-1.3765	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY(%)	ADSL to Retail	0.00%	1	0.00%	1	0.00000		YES
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.96%	11,145					
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.96%	11,145					
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.00%	11,053	0.00%	4	0.10902	0.4589	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	2.91%	49,855					
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	6.25%	32					
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.00%	2					
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.96%	11,145					
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	4.96%	11,145					
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.00%	11,053					
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	2.91%	49,855					
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	6.25%	32					
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.00%	2					
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.96%	11,145	0.00%	1	0.21717	0.2285	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.96%	11,145					
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.65%	43					
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.00%	11,053	0.00%	1	0.21802	0.2295	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	2.91%	49,855					
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	6.25%	32					
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.00%	2					
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY(%)	Design	5.98%	518					
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	79					
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY(%)	Design							

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	4.04	47		18.632			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or							
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.99	9,891		19,890			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.99	9,891		6,868			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	6.06	63		27,061			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	6.06	63		0,114			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.99	9,807		19,927			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.44	60,190		4,913			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	4.04	47		18,632			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or							
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.99	9,891	650.22	1	19,890	19.89123	-32.4881
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.99	9,891			6,868		
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	6.06	63			27,061		
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	6.06	63			0,114		
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.99	9,807			19,927		
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.44	60,190			4,913		
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	4.04	47			18,632		
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or							
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY(hours)	Design	205.94	391			535,186		
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY(hours)	Design	327.41	113			969,508		
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY(hours)	Design							
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY(hours)	Design	0.29	4			0,126		
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)	R&B	3.99	9,891			19,890		
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY(hours)	R&B	0.83	127,271			6,868		
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B	6.06	63			27,061		
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B	0.31	8			0,114		
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.99	9,807			19,927		
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.83	127,136			6,841		
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	4.04	47			18,632		
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.37	1			0,000		
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.99	9,807			19,927		
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.83	127,136	0.41	822	6,841	0.23937	1.7312
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	4.04	47			18,632		
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.37	1			0,000		
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop < DS1	18.35	725			148,667		
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop < DS1	0.98	1,661			10,435		
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)	Digital Loop < DS1							
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(hours)	Digital Loop < DS1							
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop >= DS1	97.05	42	21.23	13	143,094	45.41581	1.6695
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	422.69	86			1095,293		
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(hours)	Digital Loop >= DS1							
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	0.29	4			0,126		
Average Completion Notice Interval - Non-Mechanized										
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(hours)	Diagnostic			25.01	19			Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			5.81	248			Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(hours)	Diagnostic			3.22	218			Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY(hours)	Diagnostic			24.61	30			Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic							Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(hours)	Diagnostic							Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(hours)	Diagnostic							Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY(hours)	Diagnostic			67.34	7			Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.7.2	P	Line Sharing/Non-Dispatch/KY(%)			100.00%	10				Diagnostic
B.2.32.8.1	P	2W Analog Loop Design/Dispatch/KY(%)								Diagnostic
B.2.32.8.2	P	2W Analog Loop Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.9.1	P	2W Analog Loop Non-Design/Dispatch/KY(%)			33.33%	3				Diagnostic
B.2.32.9.2	P	2W Analog Loop Non-Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.10.1	P	2W Analog Loop w/INP Design/Dispatch/KY(%)								Diagnostic
B.2.32.10.2	P	2W Analog Loop w/INP Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.11.1	P	2W Analog Loop w/INP Non-Design/Dispatch/KY(%)								Diagnostic
B.2.32.11.2	P	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.12.1	P	2W Analog Loop w/LNP Design/Dispatch/KY(%)								Diagnostic
B.2.32.12.2	P	2W Analog Loop w/LNP Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.13.1	P	2W Analog Loop w/LNP Non-Design/Dispatch/KY(%)								Diagnostic
B.2.32.13.2	P	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.14.1	P	Other Design/Dispatch/KY(%)			100.00%	1				Diagnostic
B.2.32.14.2	P	Other Design/Non-Dispatch/KY(%)								Diagnostic
B.2.32.15.1	P	Other Non-Design/Dispatch/KY(%)			100.00%	1				Diagnostic
B.2.32.15.2	P	Other Non-Design/Non-Dispatch/KY(%)			100.00%	1				Diagnostic
B.2.32.16.1	P	INP (Standalone)/Dispatch/KY(%)								Diagnostic
B.2.32.16.2	P	INP (Standalone)/Non-Dispatch/KY(%)			100.00%	1				Diagnostic
B.2.32.17.1	P	LNP (Standalone)/Dispatch/KY(%)								Diagnostic
B.2.32.17.2	P	LNP (Standalone)/Non-Dispatch/KY(%)			100.00%	952				Diagnostic
B.2.32.18.1	P	Digital Loop < DS1/Dispatch/KY(%)			94.12%	17				Diagnostic
B.2.32.18.2	P	Digital Loop < DS1/Non-Dispatch/KY(%)								Diagnostic
B.2.32.19.1	P	Digital Loop >= DS1/Dispatch/KY(%)			38.46%	13				Diagnostic
B.2.32.19.2	P	Digital Loop >= DS1/Non-Dispatch/KY(%)								Diagnostic
% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% of requests		100.00%	13				YES
B.2.33.2	P-8	xDSL Other/KY(%)	>= 95% of requests							
Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY(%)	>= 95%		100.00%	75				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	>= 95%		100.00%	75				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY(%)	>= 95%		100.00%	13				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)	>= 95%							
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY(%)	>= 95%		97.33%	75				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)	>= 95%		98.67%	75				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY(%)	>= 95%		98.26%	115				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY(%)	>= 95%		99.12%	114				YES
Unbundled Network Elements - Maintenance and Repair										
Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY(%)	R&B (POTS)	7.64%	18,117					
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	1.00%	8,505					
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.00%	170	0.00%	0			YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	117	0.00%	0			YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY(%)	R&B	7.65%	18,334	7.85%	293	0.01565	-0.1296	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	1.00%	8,616	0.00%	134	0.00865	1.1534	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY(%)	R&B&D - Disp	7.47%	18,663	0.00%	2	0.18591	0.4018	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	7.47%	18,663	0.00%	0			YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	42.17%	230	0.00%	2	0.35071	1.2025	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	9.48%	327	0.00%	1	0.29339	0.3231	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	7.14%	28	11.11%	9	0.09868	-0.4021	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	1.72%	58	0.00%	3	0.07707	0.2237	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY(%)	ADSL to Retail	42.17%	230	0.00%	1	0.49491	0.8522	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	9.48%	327	0.00%	18	0.07092	1.3367	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	7.65%	18,334	0.00%	4	0.13289	0.5754	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	7.65%	18,334	0.00%	3	0.15344	0.4984	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	7.56%	18,044	0.00%	2	0.18693	0.4044	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	0.93%	7,329	0.00%	0			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY(%)	Design	2.28%	569	0.00%	1	0.14955	0.1528	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY(%)	Design	0.67%	741	0.00%	1	0.08192	0.0824	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY(%)	R&B	7.65%	18,334	0.00%	6	0.10851	0.7047	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY(%)	R&B	1.00%	8,616	0.00%	3	0.05740	0.1739	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	7.64%	18,117					
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	1.00%	8,505					
Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY(%)	R&B (POTS)	1.79%	1,013,740					
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	0.84%	1,013,740					
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	2.02%	8,421	0.00%	32	0.02516	0.8022	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	1.39%	8,421	0.00%	32	0.02088	0.6655	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY(%)	R&B	1.69%	1,087,406	1.18%	24,826	0.00083	6.0689	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	0.79%	1,087,406	0.54%	24,826	0.00057	4.4209	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY(%)	R&B&D - Disp	1.55%	1,206,258	1.72%	116	0.01155	-0.1532	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	1.55%	1,206,258	0.00%	116	0.01155	1.3396	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	1.17%	19,620	0.53%	378	0.00562	1.1440	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	1.67%	19,620	0.26%	378	0.00670	2.0915	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.77%	3,638	1.54%	586	0.00391	-1.9620	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	1.59%	3,638	0.51%	586	0.00562	1.9257	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY(%)	ADSL to Retail	1.17%	19,620	0.28%	359	0.00577	1.5499	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	1.67%	19,620	5.01%	359	0.00688	-4.8683	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	1.69%	1,087,406	0.14%	2,876	0.00242	6.3806	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	1.69%	1,087,406	0.10%	2,876	0.00242	6.5241	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	1.78%	1,013,740	10.53%	19	0.03061	-2.8576	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	0.72%	1,013,740	0.00%	19	0.01951	0.3706	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY(%)	Design	0.33%	171,907	3.13%	32	0.01017	-2.7470	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY(%)	Design	0.43%	171,907	3.13%	32	0.01161	-2.3209	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY(%)	R&B	1.69%	1,087,406	5.22%	115	0.01211	-2.9163	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY(%)	R&B	0.79%	1,087,406	2.61%	115	0.00830	-2.1881	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	1.79%	1,013,740					
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	0.84%	1,013,740					
Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY(hours)	R&B (POTS)	19.95	18,117			23.109		
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY(hours)	R&B (POTS)	5.79	8,505			10.799		
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY(hours)	DS1/DS3	4.08	170	0.00	0	2.874		YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY(hours)	DS1/DS3	1.84	117	0.00	0	7.739		YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY(hours)	R&B	19.86	18,334	10.10	293	23.059	1.35787	7.1874
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY(hours)	R&B	5.75	8,616	2.19	134	10.747	0.93561	3.8035
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY(hours)	R&B&D - Disp	19.76	18,663	3.68	2	36.317	25.68149	0.6260
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY(hours)	R&B&D - Disp	19.76	18,663	0.00	0	10.841		YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(hours)	ADSL to Retail	55.34	230	2.00	2	186.190	132.22756	0.4034
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(hours)	ADSL to Retail	27.47	327	3.30	1	239.953	240.31917	0.1006
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY(hours)	ISDN - BRI	9.58	28	4.89	9	12.789	4.90059	0.9571
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY(hours)	ISDN - BRI	2.70	58	1.39	3	4.543	2.68973	0.4872
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY(hours)	ADSL to Retail	55.34	230	21.77	1	186.190	186.59456	0.1799
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY(hours)	ADSL to Retail	27.47	327	3.88	18	239.953	58.09313	0.4062
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY(hours)	R&B - Disp	19.86	18,334	7.21	4	23.059	11.53097	1.0974
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY(hours)	R&B - Disp	19.86	18,334	2.06	3	10.747	6.20542	2.8696
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY(hours)	R&B (POTS) excl SB FT	19.93	18,044	18.56	2	20.977	14.83380	0.0927
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY(hours)	R&B (POTS) excl SB FT	5.98	7,329	0.00	0	11.235		YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY(hours)	Design	12.64	569	6.07	1	10.628	10.63683	0.6176
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY(hours)	Design	2.13	741	0.52	1	3.994	3.99639	0.4048
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY(hours)	R&B	19.86	18,334	14.74	6	20.981	8.56698	0.5981
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY(hours)	R&B	5.75	8,616	0.61	3	10.755	6.21031	0.8277
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY(hours)	R&B (POTS)	19.95	18,117			23.109		
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY(hours)	R&B (POTS)	5.79	8,505			10.799		
% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY(%)	R&B (POTS)	18.41%	18,117					
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	13.06%	8,505					

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	24.12%	170	0.00%	0			YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	22.22%	117	0.00%	0			YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY(%)	R&B	18.34%	18,334	9.90%	293	0.02279	3.7058	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	13.10%	8,616	12.69%	134	0.02938	0.1419	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY(%)	R&B&D - Disp	18.32%	18,663	0.00%	2	0.27354	0.6697	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	18.32%	18,663	0.00%	0			YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	15.65%	230	50.00%	2	0.25804	-1.3311	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	18.35%	327	0.00%	1	0.38766	0.4733	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	7.14%	28	0.00%	9	0.09868	0.7238	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	18.97%	58	0.00%	3	0.23212	0.8171	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY(%)	ADSL to Retail	15.65%	230	0.00%	1	0.36414	0.4298	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	18.35%	327	22.22%	18	0.09371	-0.4134	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	18.34%	18,334	0.00%	4	0.19353	0.9478	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	18.34%	18,334	0.00%	3	0.22346	0.8208	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	18.41%	18,044	50.00%	2	0.27407	-1.1526	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	13.13%	7,329	0.00%	0			YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY(%)	Design	20.39%	569	0.00%	1	0.40322	0.5056	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY(%)	Design	21.86%	741	100.00%	1	0.41359	-1.8892	NO
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY(%)	R&B	18.34%	18,334	0.00%	6	0.15803	1.1608	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY(%)	R&B	13.10%	8,616	0.00%	3	0.19485	0.6725	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	18.41%	18,117					
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	13.06%	8,505					
Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY(%)	R&B (POTS)	11.72%	10,639					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	2.96%	2,231					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.00%	170	0.00%	0			YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	117	0.00%	0			YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY(%)	R&B	11.65%	10,765	3.45%	203	0.02273	3.6082	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	2.86%	2,304	0.00%	76	0.01945	1.4730	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY(%)	R&B&D - Disp	11.34%	11,163	0.00%	2	0.22424	0.5058	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	11.34%	11,163	0.00%	0			YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	42.17%	230	0.00%	2	0.35071	1.2025	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	9.48%	327	0.00%	1	0.29339	0.3231	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	7.14%	28	11.11%	9	0.09868	-0.4021	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	1.72%	58	0.00%	3	0.07707	0.2237	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY(%)	ADSL to Retail	42.17%	230	0.00%	1	0.49491	0.8522	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	9.48%	327	0.00%	0			YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	11.65%	10,765	0.00%	4	0.16043	0.7261	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	11.65%	10,765	0.00%	3	0.18525	0.6288	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	11.72%	10,635	0.00%	0			YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	2.96%	2,228	0.00%	0			YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)	Design	2.28%	569	0.00%	1	0.14955	0.1528	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)	Design	0.67%	741	0.00%	1	0.08192	0.0824	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)	R&B	11.65%	10,765	0.00%	2	0.22687	0.5135	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY(%)	R&B	2.86%	2,304	0.00%	0			YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	11.72%	10,639					
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	2.96%	2,231					

Unbundled Network Elements - Billing

			BST - State							
B.4.1	Invoice Accuracy									
	B-1	KY(%)	99.42%	\$96,787,051	99.85%	\$899,764	0.00008	-53.5280	YES	
B.4.2	Mean Time to Deliver Invoices - CRIS									
	B-2	Region/business days	4.87	1	4.14	1,493			YES	

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
Local Interconnection Trunks - Ordering										
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/KY(%)	Diagnostic		57.69%	26				Diagnostic	
C.1.2	Reject Interval O-8 Local Interconnection Trunks/KY(%)	>= 85% w in 4 days		93.33%	14				YES	
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/KY(%)	>= 95% w in 10 days		100.00%	10				YES	
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/KY(%)	>= 95%		100.00%	20				YES	
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/KY(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/KY(days)	Parity w Retail	11.00	10	13.00	1	5.249	5.50551	-0.3633	YES
C.2.2	Held Orders P-1 Local Interconnection Trunks/KY(days)	Parity w Retail	0.00	0	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	17	0.00%	1		0.00000		YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/KY(hours)	95% >= 48 hrs								
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/KY(%)	Parity w Retail	10.00%	10	0.00%	1		0.31464	0.3178	YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	216	0.00%	336		0.00000		YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/KY(hours)	Parity w Retail	74.03	9			221.971			
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/KY(days)	Diagnostic			13.00	1				Diagnostic
C.2.9	Total Service Order Cycle Time (offered) P-10 Local Interconnection Trunks/KY(days)	Diagnostic	<i>Under development</i>							
C.2.10.1	% Completions w/o Notice or < 24 hours P Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic			100.00%	1				Diagnostic
C.2.10.2	P Local Interconnection Trunks/Non-Dispatch/KY(%)	Diagnostic								Diagnostic
C.2.11.1.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY(%)	>= 95%			100.00%	29				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY(%)	>= 95%			100.00%	48				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY(%)	>= 95%			100.00%	11				YES
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	Missed Repair Appointments M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	37	0.00%	3		0.00000		YES
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	79,401	0.00%	12,974		0.00003	0.3748	YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.05%	79,401	0.02%	12,974		0.00020	1.1484	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
Maintenance Average Duration											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY(hours)	Parity w Retail	1.73	1	0.00	0	0.000		YES	
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY(hours)	Parity w Retail	0.57	37	3.07	3	1.797	1.07899	-2.3213	NO
% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	1	0.00%	0			YES	
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	37	33.33%	3	0.00000		NO	
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	1	0.00%	0			YES	
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	37	0.00%	3	0.00000		YES	
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	KY(%)	BST - State	99.42%	\$96,787,051	99.82%	\$510,996	0.00011	-37.5565	YES	
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800			YES	
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	KY	>0.5% dif 2 consec. Hrs			0				YES	

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering									
% Interface Availability - CLEC									
D.1.1.1	OSS-2 EDI/Region(%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2 HAL/Region(%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2 LENS/Region(%)	>= 99.5%		99.97%					YES
D.1.1.4	OSS-2 LEO MAINFRAME/Region(%)	>= 99.5%		99.85%					YES
D.1.1.5	OSS-2 LEO UNIX/Region(%)	>= 99.5%							
D.1.1.6	OSS-2 LESOG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2 TAG/Region(%)	>= 99.5%		99.98%					YES
D.1.1.8	OSS-2 PSIMS/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC									
D.1.2.1	OSS-2 ATLAS/COFFI/Region(%)	>= 99.5%		99.99%					YES
D.1.2.2	OSS-2 BOCRIS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.3	OSS-2 DSAP/Region(%)	>= 99.5%		99.98%					YES
D.1.2.4	OSS-2 RSAG/Region(%)	>= 99.5%		99.99%					YES
D.1.2.5	OSS-2 SOCS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.6	OSS-2 SONGS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.7	OSS-2 DOE/Region(%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2 LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2 COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2 DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2 SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.19	481,475			YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475			YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243			YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243			YES
D.1.3.3.1	OSS-1 ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322			YES
D.1.3.3.2	OSS-1 ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322			YES
D.1.3.4.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304			YES
D.1.3.4.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304			YES
D.1.3.5.1	OSS-1 HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181			YES
D.1.3.5.2	OSS-1 HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181			YES
D.1.3.6.1	OSS-1 COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729			YES
D.1.3.6.2	OSS-1 COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729			YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374			YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.35	230,416			YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416			YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384			YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384			YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060			YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060			YES
D.1.4.6.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940			YES
D.1.4.6.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940			YES
D.1.4.7.1	OSS-1 HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574			YES
D.1.4.7.2	OSS-1 HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574			YES
D.1.4.8.1	OSS-1 CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.1</i>						
D.1.4.8.2	OSS-1 CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.2</i>						
D.1.4.9.1	OSS-1 CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 7-1-2001, see D.1.4.7.1</i>						
D.1.4.9.2	OSS-1 CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 7-1-2001, see D.1.4.7.2</i>						

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region(%)	>= 99.5%	100.00%						YES	
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region(%)	>= 99.5%		100.00%					YES	
D.2.2.2	OSS-3 ECTA/Region(%)	>= 99.5%		100.00%					YES	
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%		99.99%					YES	
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%		100.00%					YES	
D.2.3.3	OSS-3 LNP/Region(%)	>= 99.5%		99.96%					YES	
D.2.3.4	OSS-3 MARCH/Region(%)	>= 99.5%		99.99%					YES	
D.2.3.5	OSS-3 OSPCM/Region(%)	>= 99.5%		100.00%					YES	
D.2.3.6	OSS-3 Predictor/Region(%)	>= 99.5%		99.97%					YES	
D.2.3.7	OSS-3 SOCS/Region(%)	>= 99.5%		99.99%					YES	
Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4 CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063		0.00075	14.5923	NO
D.2.4.2	OSS-4 DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046		0.00530	-3.6316	YES
D.2.4.3	OSS-4 DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010		0.00142	10.1611	NO
D.2.4.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423		0.00020	-2.6438	YES
D.2.4.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667		0.00080	53.3476	NO
D.2.4.6	OSS-4 LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945		0.00083	5.2940	NO
D.2.4.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.4.8	OSS-4 OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79		0.04997	2.4789	NO
D.2.4.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.4.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969		0.00038	0.9175	YES
D.2.4.11	OSS-4 NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775		0.00563	2.4040	NO
Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4 CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063		0.00034	-12.2383	YES
D.2.5.2	OSS-4 DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046		0.01304	-5.6341	YES
D.2.5.3	OSS-4 DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010		0.00286	-38.0036	YES
D.2.5.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423		0.00015	-3.6629	YES
D.2.5.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667		0.00048	71.1949	NO
D.2.5.6	OSS-4 LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945		0.00045	1.1525	YES
D.2.5.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.5.8	OSS-4 OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79		0.02025	0.8748	YES
D.2.5.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.5.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969		0.00012	-0.6496	YES
D.2.5.11	OSS-4 NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775		0.00116	-0.7020	YES
Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4 CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063		0.00034	12.2383	YES
D.2.6.2	OSS-4 DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046		0.01304	5.6341	YES
D.2.6.3	OSS-4 DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010		0.00286	38.0036	YES
D.2.6.4	OSS-4 LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423		0.00015	3.6629	YES
D.2.6.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667		0.00048	-71.1949	NO
D.2.6.6	OSS-4 LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945		0.00045	-1.1525	YES
D.2.6.7	OSS-4 MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553		0.02047	1.7527	YES
D.2.6.8	OSS-4 OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79		0.02025	-0.8748	YES
D.2.6.9	OSS-4 Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022		0.00471	14.5938	YES
D.2.6.10	OSS-4 SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969		0.00012	0.6496	YES
D.2.6.11	OSS-4 NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775		0.00116	0.7020	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/KY(calendar days)	<= 20 days							
E.1.1.2	C-1	Physical Caged/KY(calendar days)	<= 30 days		5	4				YES
E.1.1.3	C-1	Physical Cageless/KY(calendar days)	<= 30 days							
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							

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%		88.56%	212,656				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%		74.56%	6,848				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%		85.50%	107,991				YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic		80.82%	233,001				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic		54.31%	9,401				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic		75.30%	122,632				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/KY(%)	>= 95% w in 3 bus days		100.00%	4				YES
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/KY(%)	>= 95% w in 1 min		100.00%	183				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 5 bus days		100.00%	1				YES
F.3.1.2	O-10	Local Interoffice Transport/KY(%)	>= 95% w in 5 bus days							
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	KY(seconds)	PBD		5.45					PBD
% Answered in 10 seconds										
F.6.2	OS-2	KY(%)	PBD		78.80%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	KY(seconds)	PBD		4.39					PBD
% Answered in 12 seconds										

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 KY(%)	PBD			92.20%					PBD
General - E911										
<i>Mean Interval</i>										
F.8.1	E-3 KY(hours)	PBD			1.59	1,869				PBD
<i>% Accuracy</i>										
F.8.2	E-2 KY(%)	PBD			98.26%	96,571				PBD
<i>% Timeliness</i>										
F.8.3	E-1 KY(%)	PBD			100.00%	1,869				PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3 Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904		0.00030	-1.2591	YES
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5 Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575		0.00099	-13.6405	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4 Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575		0.00064	-14.4648	YES
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6 Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575				YES
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7 Resale/KY(%)	Parity w Retail	89.03%	\$3,050,095	99.37%	\$93,976		0.00312	-33.1033	YES
F.9.5.2	B-7 UNE/KY(%)	>= 90%			95.30%	\$40,752				YES
F.9.5.3	B-7 Interconnection/KY(%)	>= 90%			88.44%	\$1,016				NO
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8 Resale/KY(%)	Parity w Retail	97.31%	\$3,976,167	70.10%	\$210,017		0.00221	123.1757	NO
F.9.6.2	B-8 UNE/KY(%)	>= 90%			74.93%	\$98,207				NO
F.9.6.3	B-8 Interconnection/KY(%)	>= 90%			47.50%	\$38,802				NO
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1 KY(%)	>= 95% w in 30 days			50.00%	2				NO
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2 KY(average)	>= 22 days prior to release			26	1				YES
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3A KY(%)	>= 95% w in 30 days			100.00%	2				YES
<i>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</i>										
F.10.4	CM-3B KY(%)	>= 95% w in 5 days								
<i>Average Documentation Release Delay Days</i>										
F.10.5	CM-4 KY(average)	>= 22 days prior to release								
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F.10.6	CM-5 KY(%)	>= 97% w in 15 min			100.00%	20				YES
General - New Business Requests										
<i>% New Business Requests Processed within 30 Business Days</i>										
F.11.1	BFR-1 Region(%)	>= 90% w in 30 bus days								
<i>% Quotes Provided within X Business Days</i>										
F.11.2.1	BFR-2A Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min		100.00%	92,808				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min		100.00%	379,170				YES
Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%		100.00%	92,808				YES
F.12.2.2	O-2	TAG/Region(%)	100%		100.00%	379,170				NO
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1	LIDB/KY(hours)	PBD	3.40	24	3.40	24			PBD
F.13.1.2	D-1	Directory Listings/KY(hours)	PBD	0.08	27	0.08	27			PBD
F.13.1.3	D-1	Directory Assistance/KY(hours)	PBD	4.14	27	3.66	27			PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/KY(%)	>= 95%		100.00%	233				YES
F.13.2.2	D-2	Directory Listings/KY(%)	>= 95%		100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/KY(%)	>= 95%		100.00%	74				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%		100.00%	32				YES
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region(minutes)	Parity w Retail	195	4	180	4			YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
Collocation - Collocation									
Average Response Time									
E.1.1.1	C-1	Virtual/KY (calendar days)	<= 20 days						
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 30 days	5	4				YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 30 days						
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						