BellSouth Monthly State Summary
Kentucky, February 2003

			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/KY (%)	Diagnostic			16.76%	3,412				Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic			32.95%	88				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			7.60%	3,501				Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic			25.57%	262				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/KY (%)	Diagnostic			0.00%	1				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			48.33%	120				Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic			75.61%	41				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic			33.33%	9				Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic			64.71%	17				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic								Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic			40.00%	5				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr			99.65%	572				YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr			100.00%	29				YES
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs			98.50%	266				YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs			100.00%	70				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%	60				YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs			100.00%	31				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs			75.00%	4				NO
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs			100.00%	11				YES
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%	2				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs			99.96%	2,836				YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs			100.00%	59				YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs			99.45%	3,291				YES

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A.1.12.2	O-9	Business/KY (%)	>= 85% w in 10 hrs			97.61%	209				YES
A.1.12.3	O-9	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/KY (%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/KY (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/KY (%)	>= 85% w in 36 hrs			100.00%	68				YES
A.1.13.2	O-9	Business/KY (%)	>= 85% w in 36 hrs			90.91%	11				YES
A.1.13.3	O-9	Design (Specials)/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.4	O-9	PBX/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.5	O-9	Centrex/KY (%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/KY (%)	>= 85% w in 36 hrs			100.00%	3				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	23				YES
A.1.14.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.82%	3,389				YES
A.1.14.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.14.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	88				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	58				YES
A.1.15.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.91%	3,443				YES
A.1.15.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	1				YES
A.1.15.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	261				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/KY (%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/KY (%)	>= 95%			98.33%	120				YES
A.1.16.2	O-11	Business/KY (%)	>= 95%			100.00%	41				YES
A.1.16.3	O-11	Design (Specials)/KY (%)	>= 95%			100.00%	9				YES
A.1.16.4	O-11	PBX/KY (%)	>= 95%			100.00%	17				YES
A.1.16.5	O-11	Centrex/KY (%)	>= 95%								
A.1.16.6	O-11	ISDN/KY (%)	>= 95%			100.00%	5				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	23				YES
A.1.17.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.88%	3,383				YES
A.1.17.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.17.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	88				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								

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A.1.17.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/KY (%)	>= 95%			96.55%	58				YES
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%			97.85%	3,440				YES
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	1				YES
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%			95.40%	261				YES
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%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/KY (%)	>= 95%			91.53%	118				NO
A.1.19.2	O-11	Business/KY (%)	>= 95%			95.12%	41				YES
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%			100.00%	9				YES
A.1.19.4	O-11	PBX/KY (%)	>= 95%			100.00%	17				YES
A.1.19.5	O-11	Centrex/KY (%)	>= 95%								
A.1.19.6	O-11	ISDN/KY (%)	>= 95%			100.00%	5				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	Res	6.65	3,854	5.28	266	7.670	0.48622	2.8188	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.83	102,829	0.64	4,097	0.936	0.01491	13.0425	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res	10.56	9	6.00	2	13.575	10.61198	0.4293	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY (days)	Bus	5.36	1,340	2.49	13	12.069	3.36355	0.8531	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.47	5,549	0.79	173	3.930	0.30341	2.2542	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus	11.61	18			11.818			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	Bus	0.33	2			0.000			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	21.50	383			21.814			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	7.78	124	11.00	1	14.947	15.00719	-0.2148	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	17.68	19			11.096			
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	4.14	7	5.00	2	2.035	1.63195	-0.5252	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	3.02	34	1.67	2	4.887	3.55599	0.3805	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX	40.00	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	12.27	5	6.00	1	19.575	21.44357	0.2922	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex	4.18	100			4.629			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	1.62	495			1.896			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	3.50	4			1.291			
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	15.11	58			11.417			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	3.01	98			5.400			
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN	22.43	28			12.799			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	14.67	8			13.744			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res	54.49	106	9.00	6	80.423	33.74907	1.3479	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res	6.78	9	0.00	0	4.658			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res	0.00	0	0.00	0				YES

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)	Bus	17.37	19	0.00	0	24.640			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)	Bus	4.00	3	0.00	0	5.196			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/KY (days)	Design	14.50	2	0.00	0	6.364			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/KY (days)	Design	6.67	3	0.00	0	4.726			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/KY (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/KY (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)	ISDN	51.00	1			0.000			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)	ISDN	0.00	0						
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)	ISDN	0.00	0						
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/KY (%)	Res	0.31%	114,738	0.52%	4.764		0.00082	-2.6514	NO
A.2.4.2	P-2	Business/KY (%)	Bus	1.71%	7,350	0.00%	234		0.00862	1.9888	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	Design	7.93%	618						
A.2.4.4	P-2	PBX/KY (%)	PBX	9.80%	51	0.00%	1		0.30027	0.3265	YES
A.2.4.5	P-2	Centrex/KY (%)	Centrex	0.17%	601						
A.2.4.6	P-2	ISDN/KY (%)	ISDN	12.38%	210						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/KY (%)	Diagnostic			0.00%	129				Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic			0.00%	24				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic								Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs			179.48	18				YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/KY (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.8.6	P-2	ISDN/KY (hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/KY (%)	95% >= 48 hrs			100.00%	18				YES
A.2.9.2	P-2	Business/KY (%)	95% >= 48 hrs								
A.2.9.3	P-2	Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/KY (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/KY (%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/KY (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/KY (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/KY (%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)	Res	13.88%	4,431	5.94%	303		0.02053	3.8670	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	0.02%	110,128	0.09%	4,587		0.00021	-3.2745	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)	Res	9.09%	11	0.00%	2		0.22099	0.4114	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY (%)	Bus	3.67%	1,444	2.44%	41		0.02978	0.4135	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	0.05%	5,840	0.00%	218		0.00156	0.3287	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)	Bus	5.26%	19						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	2						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	6.77%	399						
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	125	0.00%	1		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	28						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	7	0.00%	2		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	34	0.00%	3		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	1						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	5	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	3.00%	100						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	495						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	0.00%	4						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	1						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	0.00%	59						
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	1.01%	99						
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	0.00%	29						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	8						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)	Res	9.63%	5,283	7.66%	235		0.01967	1.0040	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	3.56%	137,585	4.78%	4,769		0.00273	-4.4765	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)	Res	0.00%	10	100.00%	1		0.00000		NO
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)	Bus	11.23%	1,728	1.89%	53		0.04402	2.1216	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	5.45%	7,621	6.73%	208		0.01595	-0.8060	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)	Bus	17.65%	17						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	1						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	3.92%	434	0.00%	2		0.13749	0.2849	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	1.18%	254	0.00%	6		0.04462	0.2647	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	50						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	11						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	4.17%	48	0.00%	3		0.11892	0.3504	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	3						

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A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	7.07%	99						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	1.08%	186						
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	60.00%	5						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	2						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	0.00%	52	0.00%	1		0.00000		YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	70	0.00%	2		0.00000		YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	0.00%	15						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	15	0.00%	1		0.00000		YES
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Res	4.71	4,460	0.09	275	36.050	2.23993	2.0652	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Res	0.90	110,333	0.39	4,487	12.999	0.19797	2.6074	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Res	0.02	11	0.02	1	0.000	0.00000		YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Bus	2.26	1,454	0.02	39	12.229	1.98426	1.1324	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Bus	1.11	5,853	0.30	196	9.941	0.72187	1.1240	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Bus	0.05	19			0.141			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Bus	0.28	2			0.200			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Design	11.18	419			77.010			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Design	1.81	126			9.553			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Design	28.04	33			60.798			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	PBX	13.84	8			18.403			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	PBX	3.06	35	0.23	1	16.400	16.63222	0.1697	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	PBX	99.73	1			0.000			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	PBX	16.42	5			27.416			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Centrex	10.88	100			31.742			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Centrex	2.20	495			12.462			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Centrex	3.93	4			7.833			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Centrex	0.33	1			0.000			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	ISDN	15.46	64			38.872			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN	5.12	100			22.536			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN	5.69	29			13.603			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN	59.61	9			132.544			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Diagnostic			13.54	28				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			5.23	100				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Diagnostic			18.22	1				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.02	2				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			8.25	22				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			24.73	1				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	Diagnostic			25.05	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.00	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.18	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.37	1,583				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.40	1				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.26	189				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.92	2,309				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.28	1				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.91	12				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.91	142				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.48	12				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.73	22				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.84	6				Diagnostic

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A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic			6.00	2				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.64	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			7.37	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.35	1,055				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.40	1				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.30	185				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.92	2,284				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.28	1				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.91	12				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.89	140				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.52	11				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.73	22				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.84	6				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic			6.00	2				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.64	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			7.37	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/KY (%)	Diagnostic			21.14%	298				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic			10.18%	4,578				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)	Diagnostic			0.00%	40				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic			30.28%	218				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%			98.70%	460				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.28%	640				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%			85.71%	7				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%			96.00%	150				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%			97.00%	200				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%			83.33%	6				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			80.00%	10				NO

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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			96.88%	32				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.00%	50				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			75.00%	8				NO
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			69.23%	13				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res	17.21%	22,657	11.46%	663		0.01487	3.8660	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res	3.09%	7,258	1.96%	51		0.02430	0.4631	YES
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus	13.41%	2,581	16.67%	42		0.05300	-0.6153	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus	2.04%	1,028	0.00%	7		0.05365	0.3808	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	0.53%	380	0.00%	22		0.01587	0.3317	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.00%	483	0.00%	14		0.00000		YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	3.37%	89	0.00%	10		0.06019	0.5600	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	12.20%	41	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	13.11%	183	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	3.97%	126	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	6.90%	29	0.00%	1		0.25773	0.2676	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	2.86%	35	0.00%	1		0.16896	0.1691	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	2.89%	785,280	3.84%	17,255		0.00131	-7.3220	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	0.92%	785,280	0.30%	17,255		0.00074	8.4972	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.29%	200,245	1.12%	3,738		0.00187	0.8821	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.51%	200,245	0.19%	3,738		0.00118	2.7571	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	0.59%	64,473	2.72%	809		0.00272	-7.8423	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	0.75%	64,473	1.73%	809		0.00306	-3.2049	NO
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.26%	34,700	1.44%	694		0.00194	-6.1004	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.12%	34,700	0.00%	694		0.00132	0.8966	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.33%	55,559	0.00%	237		0.00374	0.8817	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.23%	55,559	0.00%	237		0.00310	0.7316	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.05%	62,955	0.24%	425		0.00104	-1.8115	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.06%	62,955	0.24%	425		0.00115	-1.5659	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	33.04	22,657	23.42	663	35.071	1.38185	6.9603	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	14.15	7,258	13.63	51	25.204	3.54159	0.1488	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	13.10	2,581	14.36	42	18.603	2.89382	-0.4354	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	2.79	1,028	4.14	7	7.109	2.69600	-0.5022	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	5.05	380	7.99	22	4.424	0.97003	-3.0259	NO
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	1.81	483	1.76	14	2.571	0.69706	0.0610	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	5.88	89	12.94	10	8.152	2.71886	-2.5968	NO
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	9.42	41	0.00	0	16.244			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	12.61	183	0.00	0	14.126			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	3.85	126	0.00	0	9.006			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	10.68	29	1.47	1	22.770	23.15915	0.3978	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	4.83	35	17.10	1	8.371	8.48958	-1.4457	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	16.36%	22,657	12.22%	663		0.01458	2.8433	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	14.16%	7,258	15.69%	51		0.04900	-0.3108	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	13.02%	2,581	9.52%	42		0.05234	0.6676	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	11.48%	1,028	14.29%	7		0.12089	-0.2322	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	17.63%	380	22.73%	22		0.08357	-0.6098	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	16.98%	483	14.29%	14		0.10178	0.2644	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	14.61%	89	0.00%	10		0.11779	1.2401	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	4.88%	41	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	10.93%	183	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	8.73%	126	0.00%	0				YES

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A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	13.79%	29	0.00%	1		0.35072	0.3933	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	8.57%	35	0.00%	1		0.28391	0.3019	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	32.00%	15,710	18.43%	521		0.02077	6.5339	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	15.09%	2,253	8.70%	23		0.07502	0.8525	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	9.36%	1,538	14.29%	28		0.05555	-0.8862	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	2.41%	415	0.00%	4		0.07704	0.3128	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	0.53%	380	0.00%	22		0.01587	0.3317	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	0.00%	483	0.00%	14		0.00000		YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	1.20%	83	0.00%	10		0.03652	0.3299	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	12.50%	40	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	6.60%	106	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	4.88%	82	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	6.90%	29	0.00%	1		0.25773	0.2676	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	2.86%	35	0.00%	1		0.16896	0.1691	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	KY (%)	BST - State	99.05%	$100,251,868	97.38%	$1,203,409		0.00009	188.7764	NO
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.99	1	3.16	1,952				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			13.18%	23,092				Diagnostic
B.1.1.4	O-7	Combo Other/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			19.35%	31				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			10.00%	40				Diagnostic
B.1.1.7	O-7	Line Sharing/KY (%)	Diagnostic			9.02%	122				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			85.71%	7				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			6.67%	15				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/KY (%)	Diagnostic			37.25%	51				Diagnostic
B.1.1.15	O-7	Other Non-Design/KY (%)	Diagnostic			5.75%	1,878				Diagnostic
B.1.1.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/KY (%)	Diagnostic			7.45%	188				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			37.35%	2,522				Diagnostic
B.1.2.4	O-7	Combo Other/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	5				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			50.00%	4				Diagnostic
B.1.2.7	O-7	Line Sharing/KY (%)	Diagnostic			13.64%	22				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			27.78%	18				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/KY (%)	Diagnostic			15.45%	110				Diagnostic
B.1.2.15	O-7	Other Non-Design/KY (%)	Diagnostic			50.83%	120				Diagnostic
B.1.2.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/KY (%)	Diagnostic			30.36%	56				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			49.74%	189				Diagnostic
B.1.3.4	O-7	Combo Other/KY (%)	Diagnostic			74.07%	27				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			5.56%	18				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic								Diagnostic
B.1.3.7	O-7	Line Sharing/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.14	O-7	Other Design/KY (%)	Diagnostic			31.25%	48				Diagnostic
B.1.3.15	O-7	Other Non-Design/KY (%)	Diagnostic			30.95%	168				Diagnostic
B.1.3.16	O-7	INP Standalone/KY (%)	Diagnostic			13.73%	51				Diagnostic
B.1.3.17	O-13	LNP Standalone/KY (%)	Diagnostic			10.47%	1,748				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/KY (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr			98.56%	3,049				YES
B.1.4.4	O-8	Combo Other/KY (%)	>= 97% w in 1 hr			100.00%	1				YES
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 97% w in 1 hr			100.00%	6				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr			100.00%	4				YES
B.1.4.7	O-8	Line Sharing/KY (%)	>= 97% w in 1 hr			33.33%	12				NO
B.1.4.8	O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr			100.00%	6				YES
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/KY (%)	>= 97% w in 1 hr			73.68%	19				NO
B.1.4.15	O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr			90.83%	109				NO
B.1.4.16	O-8	INP Standalone/KY (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/KY (%)	>= 97% w in 1 hr			100.00%	14				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			97.38%	953				YES
B.1.7.4	O-8	Combo Other/KY (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.7.7	O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.7.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/KY (%)	>= 85% w in 10 hrs			88.24%	17				YES
B.1.7.15	O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	64				YES
B.1.7.16	O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/KY (%)	>= 85% w in 10 hrs			100.00%	17				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs			97.94%	97				YES
B.1.8.4	O-8	Combo Other/KY (%)	>= 85% w in 24 hrs			95.00%	20				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs								
B.1.8.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.14	O-8	Other Design/KY (%)	>= 85% w in 24 hrs			86.67%	15				YES
B.1.8.15	O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	53				YES
B.1.8.16	O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.17	O-14	LNP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	195				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs			99.87%	20,050				YES
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs			100.00%	25				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 95% w in 3 hrs			100.00%	35				YES
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs			99.15%	117				YES
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w in 3 hrs			100.00%	14				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w in 3 hrs			100.00%	34				YES
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs			99.94%	1,769				YES
B.1.9.16	O-9	INP Standalone/KY (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/KY (%)	>= 95% w in 3 hrs			90.63%	192				NO
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			97.15%	1,752				YES
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	18				YES
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs			100.00%	14				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w in 10 hrs			97.96%	98				YES
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs			98.36%	61				YES
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w in 10 hrs			96.88%	32				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs			100.00%	90				YES
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs			88.89%	9				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs			100.00%	11				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs								
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs			93.94%	33				YES
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs			98.25%	114				YES
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	44				YES
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs			99.75%	1,602				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			100.00%	17,232				YES

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B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.39%	5,860				YES
B.1.14.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	27				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	4				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			97.06%	34				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.14.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	89				YES
B.1.14.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	33				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	7				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			93.33%	15				NO
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	14				YES
B.1.14.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	37				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	127				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			99.89%	1,751				YES
B.1.14.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			100.00%	176				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%			100.00%	12				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			100.00%	1,244				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.77%	1,278				YES
B.1.15.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	4				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	3				YES
B.1.15.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			93.75%	16				NO
B.1.15.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	18				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	15				YES
B.1.15.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	95				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	11				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			99.08%	109				YES
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			100.00%	53				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%			100.00%	3				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/KY (%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			96.83%	189				YES
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%			96.30%	27				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			94.44%	18				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%								
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	6				YES
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	3				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	1				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.16.14	O-11	Other Design/KY (%)	>= 95%			97.92%	48				YES
B.1.16.15	O-11	Other Non-Design/KY (%)	>= 95%			99.40%	168				YES
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%			92.16%	51				NO
B.1.16.17	O-11	LNP Standalone/KY (%)	>= 95%			97.71%	1,748				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.98%	17,232				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.61%	5,824				YES
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	27				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	4				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			100.00%	33				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			94.38%	89				NO
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			96.97%	33				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	7				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			92.86%	14				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	14				YES
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			94.59%	37				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	127				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	1,749				YES
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			91.48%	176				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%			100.00%	12				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									
B.1.18.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			95.82%	1,244				YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			91.37%	1,275				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%			0.00%	1				NO
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	4				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	3				YES
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	15				YES
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			94.44%	18				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	15				YES
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			95.79%	95				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			100.00%	11				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			98.15%	108				YES
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%			94.34%	53				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%			100.00%	3				YES
		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%			93.99%	183				NO
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			80.77%	26				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			94.12%	17				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%								
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	6				YES
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	3				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	1				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			87.23%	47				NO
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			94.61%	167				NO
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%			95.74%	47				YES
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			97.66%	1,708				YES
		Unbundled Network Elements - Provisioning									
		Order Completion Interval									
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.32	5,194			9.029			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.87	108,378			1.281			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.26	27			12.177			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	2			0.000			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3	18.25	262			11.166			
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	6.26	5,290	4.49	199	8.964	0.64729	2.7366	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	0.87	108,996	0.94	6,926	1.293	0.01603	-4.1217	NO
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B	0.33	56,916	0.33	2,761	0.009	0.00017	-1.3608	YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B	1.46	52,080	1.34	4,165	1.685	0.02713	4.4797	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	10.26	31			11.648			
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	8.94	12	4.80	5	12.658	6.73761	0.6151	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B	0.33	4			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B	13.25	8	4.80	5	13.719	7.82110	1.0804	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	7.38	5,742	12.24	21	11.054	2.41650	-2.0099	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	7.38	5,742			11.054			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	16.73	79			13.144			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	16.73	79			13.144			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	9.78	27	9.70	10	3.630	1.34390	0.0579	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	1.76	51			3.252			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY (days)	ADSL to Retail	3.22	766	2.00	2	2.843	2.01299	0.6068	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	2.54	1,648	2.44	44	0.781	0.11931	0.8301	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.32	5,194	4.00	2	9.029	6.38584	0.3633	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.45	51,521			1.671			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	11.26	27			12.177			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.32	5,194			9.029			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.45	51,521			1.671			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	11.26	27			12.177			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.26	5,290			8.964			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.26	31			11.648			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.32	5,194			9.029			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.45	51,521			1.671			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	11.26	27			12.177			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY (days)	Design	20.46	452			20.662			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	8.05	133			14.656			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)	Design	20.92	48			12.433			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design	24.00	3			20.952			

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B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	6.26	5,290			8.964			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	0.87	108,996			1.293			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	10.26	31			11.648			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	8.94	12			12.658			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.32	5,194			9.029			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.87	108,378	2.00	1	1.281	1.28108	-0.8853	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.26	27			12.177			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	2			0.000			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.32	5,194			9.029			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.87	108,378	0.39	1,600	1.281	0.03226	14.8513	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	11.26	27			12.177			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	2			0.000			
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	4.22	832	5.85	33	6.788	1.20489	-1.3549	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	2.83	1,806			3.819			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	16.66	89	5.78	37	16.477	3.22296	3.3755	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	4.76	71			10.564			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	22.43	28			12.799			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	14.67	8			13.744			
		Order Completion Interval within X days									
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)	7 days			4.17	23				YES
		Held Orders									
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	48.85	125			75.789			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/KY (days)	R&B (POTS)	6.08	12			4.719			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice	18.50	2			14.849			
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY (days)	R&B	48.85	125	23.33	3	75.789	44.27900	0.5762	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY (days)	R&B	6.08	12	0.00	0	4.719			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY (days)	R&B&D - Disp	48.33	128	0.00	0	75.013			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY (days)	R&B&D - Disp	6.31	13	0.00	0	4.553			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY (days)	ADSL to Retail	13.45	11	0.00	0	16.232			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/KY (days)	ISDN - BRI	51.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/KY (days)	ISDN - BRI								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)	ADSL to Retail	13.45	11	0.00	0	16.232			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)	R&B - Disp	48.85	125	0.00	0	75.789			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)	R&B - Disp	6.08	12	0.00	0	4.719			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	48.85	125	0.00	0	75.789			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	6.08	12	0.00	0	4.719			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)	R&B - Disp	48.85	125			75.789			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)	R&B - Disp	6.08	12			4.719			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	48.85	125			75.789			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	6.08	12			4.719			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)	R&B - Disp	48.85	125			75.789			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)	R&B - Disp	6.08	12			4.719			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	48.85	125			75.789			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	6.08	12			4.719			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)	Design	26.67	3			21.548			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)	Design	6.67	3			4.726			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)	R&B	48.85	125			75.789			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)	R&B	6.08	12			4.719			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	48.85	125	0.00	0	75.789			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	6.08	12	0.00	0	4.719			YES

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B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	48.85	125	0.00	0	75.789			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	6.08	12	0.00	0	4.719			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY (days)	Digital Loop < DS1	16.58	12	0.00	0	18.894			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/KY (%)	R&B (POTS)	0.39%	122,088						
B.2.5.2	P-2	Local Interoffice Transport/KY (%)	DS1/ DS3 - Interoffice	43.13%	313						
B.2.5.3	P-2	Loop + Port Combinations/KY (%)	R&B	0.39%	122,823	0.11%	19,009		0.00049	5.7647	YES
B.2.5.4	P-2	Combo Other/KY (%)	R&B&D - Disp	8.21%	6,782						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	ADSL to Retail	4.03%	2,558	4.35%	23		0.04117	-0.0780	YES
B.2.5.6	P-2	UNE ISDN/KY (%)	ISDN - BRI	15.38%	91	9.09%	11		0.11517	0.5465	YES
B.2.5.7	P-2	Line Sharing/KY (%)	ADSL to Retail	4.03%	2,558						
B.2.5.8	P-2	2W Analog Loop Design/KY (%)	R&B - Disp	0.39%	122,823	0.00%	2		0.04412	0.0886	YES
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)	R&B (POTS) excl SB Or	0.74%	65,126	0.00%	4		0.04272	0.1722	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)	R&B - Disp	0.39%	122,823						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.74%	65,126						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)	R&B - Disp	0.39%	122,823						
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.74%	65,126						
B.2.5.14	P-2	Other Design/KY (%)	Design	10.74%	745						
B.2.5.15	P-2	Other Non-Design/KY (%)	R&B	0.39%	122,823						
B.2.5.16	P-2	INP (Standalone)/KY (%)	R&B (POTS)	0.39%	122,088						
B.2.5.17	P-2	LNP (Standalone)/KY (%)	R&B (POTS)	0.39%	122,088	0.00%	151		0.00509	0.7707	YES
B.2.5.18	P-2	Digital Loop < DS1/KY (%)	Digital Loop < DS1	4.39%	2,802	5.88%	34		0.03535	-0.4223	YES
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)	Digital Loop >= DS1	14.68%	218	69.49%	59		0.05194	-10.5541	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			2.76%	181				Diagnostic
B.2.6.4	P-2	Combo Other/KY (%)	Diagnostic			51.85%	27				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.6.7	P-2	Line Sharing/KY (%)	Diagnostic			0.00%	85				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/KY (%)	Diagnostic			0.00%	1				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.6.17	P-2	LNP (Standalone)/KY (%)	Diagnostic			0.00%	1,455				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic			50.00%	6				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/KY (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)	>= 48 hrs			160.80	13				YES
B.2.8.4	P-2	Combo Other/KY (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/KY (hours)	>= 48 hrs			341.40	1				YES
B.2.8.7	P-2	Line Sharing/KY (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)	>= 48 hrs								
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/KY (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/KY (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)	>= 48 hrs			341.40	1				YES
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)	>= 48 hrs			172.79	41				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/KY (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)	Diagnostic			251.47	5				Diagnostic
B.2.9.4	P-2	Combo Other/KY (hours)	Diagnostic			328.33	14				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/KY (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/KY (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)	Diagnostic			322.86	3				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/KY (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/KY (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/KY (%)	95% >= 48 hrs			92.31%	13				NO
B.2.10.4	P-2	Combo Other/KY (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.7	P-2	Line Sharing/KY (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/KY (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	95% >= 48 hrs								

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B.2.10.14	P-2	Other Design/KY (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)	95% >= 48 hrs			100.00%	41				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			80.00%	5				Diagnostic
B.2.11.4	P-2	Combo Other/KY (%)	Diagnostic			100.00%	14				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/KY (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic			100.00%	3				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/KY (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/KY (%)	>= 95% w in 15 min								
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.13.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/KY (%)	>= 95% w in 15 min								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)	>= 95% w in 15 min								
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/KY (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (minutes)	Diagnostic								Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)	<= 5%			0.00%	4				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)	<= 5%								
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.37%	5,875						

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.02%	115,968						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	6.67%	30						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	2						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	1.91%	262						
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	11.24%	5,971	6.14%	277		0.01941	2.6275	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.02%	116,587	0.03%	18,912		0.00011	-0.8958	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	56,962	0.00%	2,774		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	0.04%	59,625	0.04%	16,138		0.00018	0.2614	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	5.88%	34	0.00%	1		0.23873	0.2464	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	13	0.00%	6		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	4						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	9	0.00%	6		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	10.84%	6,440	0.00%	28		0.05888	1.8409	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	10.84%	6,440						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	2.17%	92						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	2.17%	92						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	6.75%	859	0.00%	30		0.04660	1.4488	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.23%	1,708						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	0.00%	27	0.00%	11		0.00000		YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	57						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	6.75%	859	0.00%	2		0.17763	0.3801	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.23%	1,708	0.00%	83		0.00543	0.4311	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.24%	5,971	0.00%	2		0.22336	0.5031	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.24%	5,971						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.37%	5,875	0.00%	3		0.18333	0.6202	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.04%	59,065						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	6.67%	30						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.24%	5,971						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.24%	5,971						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.37%	5,875						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.04%	59,065						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	6.67%	30						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.24%	5,971						
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.24%	5,971						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.88%	34						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.37%	5,875						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.04%	59,065						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	6.67%	30						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)	Design	5.76%	469						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	134						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)	Design	0.00%	58						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	3						

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B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	11.24%	5,971						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.02%	116,587						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	5.88%	34						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	13						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.37%	5,875						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.02%	115,968	0.00%	1		0.01438	0.0144	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	6.67%	30						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	2						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.37%	5,875	0.00%	1		0.31748	0.3581	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.02%	115,968	0.00%	1,603		0.00036	0.5721	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	6.67%	30						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	2	0.00%	1		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	6.66%	931	0.00%	41		0.03979	1.6739	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.22%	1,855						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	3.26%	92	0.00%	63		0.02904	1.1227	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	1.39%	72						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	29						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	8						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	10.03%	7,011						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.66%	145,206						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	11.11%	27						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	6.29%	286	0.00%	2		0.17232	0.3652	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	9.97%	7,119	12.45%	233		0.01995	-1.2397	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	3.65%	145,504	2.70%	13,682		0.00168	5.7015	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	3.90%	68,760	3.20%	2,779		0.00375	1.8737	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	3.43%	76,744	2.57%	10,903		0.00186	4.6191	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	18.75%	32	100.00%	1		0.39636	-2.0499	NO
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	16	0.00%	4		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	2						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	14	0.00%	4		0.00000		YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	9.56%	7,607	0.00%	21		0.06424	1.4876	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	9.56%	7,607						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	6.12%	98						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	6.12%	98						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	18.69%	888	0.00%	26		0.07757	2.4099	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	16.25%	1,834						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	50.00%	2						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	0.00%	30	0.00%	10		0.00000		YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	28						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	18.69%	888	33.33%	3		0.22547	-0.6493	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	16.25%	1,834	18.80%	133		0.03313	-0.7693	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	50.00%	2						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	9.97%	7,119						
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	9.97%	7,119						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	18.75%	32						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	18.75%	32						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	10.03%	7,011	0.00%	5		0.13437	0.7462	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	3.43%	76,594						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.11%	27						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	9.97%	7,119						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	9.97%	7,119						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	18.75%	32						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	18.75%	32						
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	10.03%	7,011						
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	3.43%	76,594						
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	11.11%	27						
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								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	9.97%	7,119	0.00%	1		0.29966	0.3328	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	9.97%	7,119						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	18.75%	32						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	18.75%	32						
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	10.03%	7,011						
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	3.43%	76,594						
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	11.11%	27						
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								
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)	Design	3.48%	488						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	1.15%	260						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)	Design	0.00%	66						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	5						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	9.97%	7,119						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	3.65%	145,504						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	18.75%	32						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	16						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	10.03%	7,011						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.66%	145,206						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	11.11%	27						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	10.03%	7,011	0.00%	1		0.30038	0.3338	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.66%	145,206	0.00%	1,999		0.00423	8.6530	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	11.11%	27						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	1		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	17.33%	958	0.00%	35		0.06513	2.6603	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	15.11%	1,979						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1	50.00%	2						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	83	5.45%	55		0.00000		NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.56%	178						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	15						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	15						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.11	5,914			31.905			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	116,186			12.863			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.04	30			0.113			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.28	2			0.200			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice	4.84	271			10.444			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	R&B	4.29	6,011	0.24	230	32.120	2.15804	1.8734	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.92	116,806	0.31	18,784	12.872	0.10119	6.0601	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	R&B	1.22	57,083	0.33	2,689	16.328	0.32221	2.7506	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	R&B	0.64	59,723	0.31	16,095	8.309	0.07379	4.5358	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	R&B	0.50	34	0.02	1	2.685	2.72464	0.1763	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	R&B	35.36	14			108.544			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	R&B	0.25	4			0.144			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	R&B	49.40	10			127.481			

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B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	R&B&D - Disp	4.79	6,505			36.630			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	4.79	6,505			36.630			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B&D - Disp	12.44	97			38.935			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	12.44	97			38.935			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.93	863	0.02	24	6.224	1.28801	0.7078	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	0.54	1,711			3.959			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ISDN - BRI	11.50	31	0.81	11	24.035	8.43530	1.2683	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI	0.28	57			0.155			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.93	863			6.224			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	0.54	1,711			3.959			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.29	6,011	0.02	2	32.120	22.71571	0.1880	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.29	6,011			32.120			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.11	5,914	0.02	3	31.905	18.42478	0.2222	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.62	59,162			8.224			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.04	30			0.113			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.29	6,011			32.120			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.29	6,011			32.120			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.11	5,914			31.905			
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	0.62	59,162			8.224			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.04	30			0.113			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	4.29	6,011			32.120			
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	4.29	6,011			32.120			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.50	34			2.685			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	4.11	5,914			31.905			
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	0.62	59,162			8.224			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.04	30			0.113			
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	10.96	494			71.296			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	2.46	136			12.327			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design	18.89	63			47.148			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design	41.48	3			22.892			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	4.29	6,011			32.120			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.92	116,806			12.872			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	0.50	34			2.685			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	35.36	14			108.544			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.11	5,914			31.905			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	116,186			12.863			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.04	30			0.113			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.28	2			0.200			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	4.11	5,914			31.905			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.91	116,186	0.32	151	12.863	1.04742	0.5654	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.04	30			0.113			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.28	2			0.200			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	1.39	939	0.26	35	7.688	1.32358	0.8505	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1	0.54	1,858			3.835			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DS1								

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B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	8.10	94	0.20	59	30.440	5.05586	1.5629	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	8.96	74			28.245			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	5.69	29			13.603			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	59.61	9			132.544			
		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			14.50	48				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			5.74	130				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	Diagnostic			2.98	86				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	Diagnostic			11.13	44				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			13.55	6				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			13.55	6				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	Diagnostic			18.78	28				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	Diagnostic			19.16	6				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.02	2				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.27	84				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic

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B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic			22.03	1				Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic			0.39	1,454				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.40	1				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			19.16	6				Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			27.08	4				Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.63	94				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.03	5,926				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.20	5				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			12.69	1				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.96	2				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.80	130				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			5.61	6				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.61	4				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.39	48				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.34	739				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.08	3				Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.61	18				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.08	3				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.68	25				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.63	13				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.51	19				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.79	3				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			11.98	9				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.33	5				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.21	1				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.04	1,355				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.33	5				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.14	1				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.66	90				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.03	5,923				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			3.99	3				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			12.69	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.96	2				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.80	130				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.16	4				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.61	4				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.43	47				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.34	704				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			3.97	2				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.61	18				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			3.97	2				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.68	23				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.63	13				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.51	19				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.79	3				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			11.98	9				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.33	5				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.21	1				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.04	1,355				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.33	5				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.14	1				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/KY (%)	>= 95% w in 15 min			68.78%	1,701				NO
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)	Diagnostic			16.04%	268				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)	Diagnostic			4.04%	18,889				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)	Diagnostic			46.15%	26				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	Diagnostic			33.33%	30				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY (%)	Diagnostic			81.82%	11				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)	Diagnostic			51.22%	82				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)	Diagnostic			4.05%	1,604				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	Diagnostic			46.34%	41				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	Diagnostic			11.29%	62				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% of requests			100.00%	28				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%	180				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	70				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	36				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	22				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%			98.95%	190				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%			99.04%	520				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	107				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			97.22%	72				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)	16.82%	25,238						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	2.96%	8,286						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.00%	180	0.00%	2		0.00000		YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	136	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)	R&B	16.80%	25,428	13.22%	1,498		0.00994	3.6079	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	2.97%	8,413	1.61%	248		0.01094	1.2419	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)	R&B&D - Disp	16.50%	25,919	0.00%	12		0.10718	1.5396	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	16.50%	25,919	0.00%	3		0.21432	0.7699	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	41.11%	343	0.00%	4		0.24745	1.6613	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.50%	1,135	0.00%	1		0.12152	0.1233	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	15.38%	13	0.00%	6		0.17807	0.8640	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	7.69%	13	0.00%	4		0.15236	0.5049	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	41.11%	343	28.57%	7		0.18786	0.6673	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.50%	1,135	0.00%	16		0.03058	0.4898	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	16.80%	25,428	0.00%	6		0.15266	1.1007	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	16.80%	25,428	0.00%	2		0.26440	0.6356	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	16.79%	25,197	0.00%	0				YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	3.04%	7,653	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)	Design	0.81%	491	0.00%	31		0.01665	0.4894	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)	Design	1.08%	558	0.00%	6		0.04233	0.2540	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)	R&B	16.80%	25,428	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)	R&B	2.97%	8,413	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	16.82%	25,238						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	2.96%	8,286						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)	R&B (POTS)	2.56%	985,525						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	0.84%	985,525						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.97%	9,156	3.77%	53		0.01932	-0.9359	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	1.49%	9,156	0.00%	53		0.01679	0.8847	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)	R&B	2.40%	1,059,309	1.75%	85,609		0.00055	11.8186	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	0.79%	1,059,309	0.29%	85,609		0.00032	15.9326	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)	R&B&D - Disp	2.15%	1,203,212	3.34%	359		0.00775	-1.5340	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	2.15%	1,203,212	0.84%	359		0.00775	1.7019	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	0.80%	42,874	0.90%	446		0.00426	-0.2275	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	2.65%	42,874	0.22%	446		0.00774	3.1289	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.42%	3,078	1.27%	472		0.00321	-2.6423	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.42%	3,078	0.85%	472		0.00321	-1.3233	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)	ADSL to Retail	0.80%	42,874	1.10%	634		0.00358	-0.8498	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	2.65%	42,874	2.52%	634		0.00651	0.1899	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	2.40%	1,059,309	0.36%	1,688		0.00377	5.4186	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	2.40%	1,059,309	0.12%	1,688		0.00377	6.0465	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	2.56%	985,525	0.00%	199		0.01134	2.2554	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	0.78%	985,525	0.00%	199		0.00625	1.2430	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)	Design	0.34%	143,903	3.14%	988		0.00186	-14.9966	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY (%)	Design	0.39%	143,903	0.61%	988		0.00199	-1.1043	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)	R&B	2.40%	1,059,309	0.00%	157		0.01237	1.9412	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY (%)	R&B	0.79%	1,059,309	0.00%	157		0.00711	1.1166	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	2.56%	985,525						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	0.84%	985,525						
		Maintenance Average Duration									
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)	R&B (POTS)	31.00	25,238			34.294			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)	R&B (POTS)	12.74	8,286			24.015			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)	DS1/DS3	3.98	180	3.85	2	3.115	2.21459	0.0575	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)	DS1/DS3	1.77	136	0.00	0	2.877			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)	R&B	30.87	25,428	22.05	1,498	34.225	0.90994	9.6847	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)	R&B	12.61	8,413	5.23	248	23.883	1.53876	4.7930	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)	R&B&D - Disp	30.38	25,919	3.75	12	34.091	9.84346	2.7051	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)	R&B&D - Disp	30.38	25,919	0.82	3	34.091	19.68350	1.5020	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)	ADSL to Retail	32.94	343	2.63	4	40.916	20.57700	1.4731	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)	ADSL to Retail	1.56	1,135	2.97	1	14.012	14.01843	-0.1002	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)	ISDN - BRI	18.12	13	4.17	6	32.952	16.26319	0.8578	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)	ISDN - BRI	8.96	13	3.15	4	12.264	7.01247	0.8291	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY (hours)	ADSL to Retail	32.94	343	16.43	7	40.916	15.62185	1.0570	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY (hours)	ADSL to Retail	1.56	1,135	5.63	16	14.012	3.52767	-1.1519	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)	R&B - Disp	30.87	25,428	4.85	6	34.225	13.97377	1.8619	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)	R&B - Disp	30.87	25,428	6.00	2	34.225	24.20137	1.0274	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)	R&B (POTS) excl SB FT	31.01	25,197	0.00	0	34.308			YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)	R&B (POTS) excl SB FT	13.42	7,653	0.00	0	24.553			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)	Design	5.32	491	4.43	31	6.994	1.29512	0.6889	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)	Design	2.56	558	3.42	6	5.762	2.36496	-0.3635	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)	R&B	30.87	25,428	0.00	0	34.225			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)	R&B	12.61	8,413	0.00	0	23.883			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY (hours)	R&B (POTS)	31.00	25,238			34.294			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)	R&B (POTS)	12.74	8,286			24.015			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)	R&B (POTS)	16.02%	25,238						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	13.83%	8,286						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	22.78%	180	0.00%	2		0.29820	0.7638	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	21.32%	136	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)	R&B	15.98%	25,428	12.68%	1,498		0.00974	3.3822	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	13.75%	8,413	12.90%	248		0.02219	0.3827	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)	R&B&D - Disp	16.00%	25,919	25.00%	12		0.10585	-0.8502	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	16.00%	25,919	33.33%	3		0.21167	-0.8189	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	24.49%	343	50.00%	4		0.21626	-1.1796	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	25.20%	1,135	0.00%	1		0.43434	0.5801	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	7.69%	13	16.67%	6		0.13152	-0.6824	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	7.69%	13	0.00%	4		0.15236	0.5049	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)	ADSL to Retail	24.49%	343	42.86%	7		0.16418	-1.1187	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	25.20%	1,135	43.75%	16		0.10930	-1.6973	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	15.98%	25,428	0.00%	6		0.14960	1.0681	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	15.98%	25,428	0.00%	2		0.25910	0.6167	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	16.03%	25,197	0.00%	0				YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	13.86%	7,653	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)	Design	17.11%	491	25.81%	31		0.06974	-1.2473	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)	Design	15.59%	558	16.67%	6		0.14890	-0.0722	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)	R&B	15.98%	25,428	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)	R&B	13.75%	8,413	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	16.02%	25,238						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	13.83%	8,286						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)	R&B (POTS)	29.98%	17,248						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	13.12%	2,668						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.00%	180	0.00%	2		0.00000		YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	136	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	29.84%	17,355	19.51%	1,097		0.01424	7.2544	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	12.87%	2,750	4.24%	118		0.03148	2.7428	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	29.04%	17,846	0.00%	12		0.13109	2.2155	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	29.04%	17,846	0.00%	3		0.26212	1.1080	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	41.11%	343	0.00%	4		0.24745	1.6613	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.50%	1,135	0.00%	1		0.12152	0.1233	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	15.38%	13	0.00%	6		0.17807	0.8640	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	7.69%	13	0.00%	4		0.15236	0.5049	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail	41.11%	343	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.50%	1,135	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	29.84%	17,355	0.00%	6		0.18683	1.5972	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	29.84%	17,355	0.00%	2		0.32356	0.9223	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	29.99%	17,245	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	13.13%	2,666	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	0.81%	491	0.00%	31		0.01665	0.4894	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	1.08%	558	0.00%	6		0.04233	0.2540	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	29.84%	17,355	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	12.87%	2,750	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	29.98%	17,248						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	13.12%	2,668						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	KY (%)	BST - State	99.05%	$100,251,868	99.95%	$2,731,127		0.00006	-151.3848	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.99	1	3.01	1,985				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/KY (%)	Diagnostic			41.18%	17				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			100.00%	7				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			100.00%	9				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%			100.00%	14				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/KY (days)	Parity w Retail	23.81	27	16.57	7	10.648	4.51639	1.6038	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	28	0.00%	7		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	27	0.00%	8		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	1,536	0.00%	408		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	24.71	28	17.18	8	77.579	31.10072	0.2421	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			19.24	7				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	8				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	19				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	1				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	110				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	63				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	40				YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	95,640	0.00%	22,387		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	95,640	0.18%	22,387		0.00000		NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	0.00	0	0.12	40				NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	40				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	40				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	KY (%)	BST - State	99.05%	$100,251,868	99.62%	$545,354		0.00013	-43.2338	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.64	1	4.31	14,059				YES
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs			0					YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.96%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%								
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.35	2,011,514	1.72	405,062				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.85	10,929	1.72	405,062				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.53	4,611,127	1.10	280,362				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.92	787,854	1.10	280,362				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.60	802,683	1.35	97,943				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.49	323,133	1.35	97,943				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.51	1,505,274	1.08	279,191				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	336,045	1.08	279,191				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	2.87	5,352,715	1.71	982,311				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.67	1,118,486	1.71	982,311				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.14	9,772,854	4.25	18,425				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.56	697,081	4.25	18,425				NO
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.14	9,772,854	0.57	45,214				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.56	697,081	0.57	45,214				YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.35	2,011,514	1.69	276,208				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.85	10,929	1.69	276,208				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.53	4,611,127	1.94	132,237				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.92	787,854	1.94	132,237				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			1.39	6				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.39	6				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.60	802,683	1.66	40,982				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.49	323,133	1.66	40,982				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.51	1,505,274	1.96	18,912				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	336,045	1.96	18,912				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	2.87	5,352,715	2.56	876,368				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.67	1,118,486	2.56	876,368				YES
	Operations Support Systems - Maintenance and Repair										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.72%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			100.00%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			99.94%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	96.07%	1,280,297	95.90%	135,671		0.00055	3.1544	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.04%	38,813	2.47%	1,336		0.00393	-1.1062	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	3.86%	26,241	2.96%	4,927		0.00299	3.0105	NO
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.59%	1,280,235	99.56%	138,236		0.00018	1.5632	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	98.04%	896,837	97.74%	75,567		0.00053	5.6886	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.68%	88,176	99.54%	6,810		0.00071	1.8490	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.86%	5,384	30.23%	516		0.02066	-1.1482	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	25.90%	3,143	24.80%	125		0.03995	0.2750	YES
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.61%	53,499	23.91%	5,304		0.00478	-23.6402	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.92%	192,345	99.95%	22,460		0.00020	-1.6827	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	89.31%	48,477	89.07%	4,556		0.00479	0.5121	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.13%	1,280,297	99.52%	135,671		0.00027	-14.6992	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	77.28%	38,813	87.87%	1,336		0.01166	-9.0839	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	67.41%	26,241	46.58%	4,927		0.00728	28.6284	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.81%	1,280,235	99.81%	138,236		0.00012	-0.1482	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.75%	896,837	99.68%	75,567		0.00019	3.7304	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.82%	88,176	99.82%	6,810		0.00053	-0.0770	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.86%	5,384	30.23%	516		0.02066	-1.1482	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.68%	3,143	99.20%	125		0.00514	0.9381	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.61%	53,499	23.91%	5,304		0.00478	-23.6402	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.99%	192,345	100.00%	22,460		0.00006	-1.2524	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.76%	48,477	99.43%	4,556		0.00076	4.2859	NO
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.87%	1,280,297	0.48%	135,671		0.00027	14.6992	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	22.72%	38,813	12.13%	1,336		0.01166	9.0839	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	32.59%	26,241	53.42%	4,927		0.00728	-28.6284	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.19%	1,280,235	0.19%	138,236		0.00012	0.1482	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.25%	896,837	0.32%	75,567		0.00019	-3.7304	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.18%	88,176	0.18%	6,810		0.00053	0.0770	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	72.14%	5,384	69.77%	516		0.02066	1.1482	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.32%	3,143	0.80%	125		0.00514	-0.9381	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	87.39%	53,499	76.09%	5,304		0.00478	23.6402	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.01%	192,345	0.00%	22,460		0.00006	1.2524	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.24%	48,477	0.57%	4,556		0.00076	-4.2859	NO

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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			15	2				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			86	1				YES
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days			58	2				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed								
E.1.3.2	C-3	Physical/KY (%)	< 5% missed			0.00%	3				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			93.57%	598,829				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			93.57%	598,829				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			86.95%	130,464				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			82.34%	5,452				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			95.57%	462,913				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			88.16%	635,545				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			88.16%	635,545				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			81.34%	139,458				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			63.32%	7,089				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			90.47%	488,998				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			76.45%	4,238				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			76.45%	4,238				NO
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days			33.33%	3				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min			100.00%	174				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								
F.3.1.2	O-10	Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days								
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	133.85	6,083,646	20.01	43,217				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	49.72	1,663,676	21.35	82,264				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD			4.80					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD			81.60%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD			4.80					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			88.60%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	KY (hours)	PBD			1.14	1,713				PBD
	% Accuracy										
F.8.2	E-2	KY (%)	PBD			97.24%	98,678				PBD
	% Timeliness										
F.8.3	E-1	KY (%)	PBD			100.00%	1,713				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	1,766	100.00%	30,724		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	98.42%	14,939	99.83%	745,466,347		0.00102	-13.7731	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.77%	14,939	99.97%	745,466,347		0.00039	-5.0185	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.51	14,939	2.12	745,466,347				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/KY (%)	Parity w Retail	90.30%	$3,637,794	98.22%	$114,116		0.00286	-27.7268	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%			99.07%	$165,654				YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			98.62%	$1,438				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/KY (%)	Parity w Retail	88.11%	$4,589,215	99.68%	$149,838		0.00246	-46.9353	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			96.78%	$234,190				YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			99.32%	$37,367				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	KY (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3	KY (%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3	KY (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	KY (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	KY (%)	>= 97% w in 15 min			100.00%	12				YES
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6	Region (%)	>= 95% w in 10 days								
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6	Region (%)	>= 95% w in 30 days								
	% Software Errors Corrected within 45 Business Days										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6	Region (%)	>= 95% w in 45 days			0.00%	1				NO
	% Change Requests Accepted or Rejected within 10 Business Days										
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	7				YES
	% Change Requests Rejected Within The Reporting Period										
F.10.11	CM-8	Region (%)	Diagnostic			57.14%	7				Diagnostic
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented										
F.10.12	CM-9	Region (number)	= 0 Defects								
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented										
F.10.13	CM-9	Region (number)	= 0 Defects								
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented										
F.10.14	CM-9	Region (number)	= 0 Defects								
	% Test Deck Weight Failure in Production Release										
F.10.15	CM-10	Region (%)	<= 5%								
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.16	CM-11	Region (%)	>= 95% w in 60 days								
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented										
F.10.17	CM-11	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days								
	% Quotes Provided within 10 Business Days										
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
	% Quotes Provided within 30 Business Days										
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days								
	% Quotes Provided within 60 Business Days										
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days								
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.94%	383,312				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	330,279				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	383,312				YES
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	330,279				YES
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/KY (hours)	PBD	0.37	20	0.37	20				PBD
F.13.1.2	D-1	Directory Listings/KY (hours)	PBD	0.06	24	0.06	24				PBD
F.13.1.3	D-1	Directory Assistance/KY (hours)	PBD	3.47	24	3.47	24				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/KY (%)	>= 95%			100.00%	1,127				YES
F.13.2.2	D-2	Directory Listings/KY (%)	>= 95%			99.53%	850				YES
F.13.2.3	D-2	Directory Assistance/KY (%)	>= 95%			98.17%	547				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			100.00%	17				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Network Outage Notification									
	Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	713	2	703	2				YES