

BellSouth Monthly State Summary Kentucky, May 2002

Benchmark /
Ariatueg

BST Measure
Volume

CLEC Measure
Volume

Standard Deviation

Standard Error

ZScore

Equity

Resale - Ordering		BST Measure	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Rejected Service Requests - Mechanized								
A.1.1.1	O-7 Residence/KY (%)		9.57%	7,579				Diagnostic
A.1.1.2	O-7 Business/KY (%)		25.76%	229				Diagnostic
A.1.1.3	O-7 Design (Specials)/KY (%)							Diagnostic
A.1.1.4	O-7 PBX/KY (%)							Diagnostic
A.1.1.5	O-7 Centrex/KY (%)							Diagnostic
A.1.1.6	O-7 ISDN/KY (%)							Diagnostic
% Rejected Service Requests - Partially Mechanized								
A.1.2.1	O-7 Residence/KY (%)		25.67%	1,013				Diagnostic
A.1.2.2	O-7 Business/KY (%)		58.82%	170				Diagnostic
A.1.2.3	O-7 Design (Specials)/KY (%)							Diagnostic
A.1.2.4	O-7 PBX/KY (%)							Diagnostic
A.1.2.5	O-7 Centrex/KY (%)							Diagnostic
A.1.2.6	O-7 ISDN/KY (%)							Diagnostic
% Rejected Service Requests - Non-Mechanized								
A.1.3.1	O-7 Residence/KY (%)		43.36%	113				Diagnostic
A.1.3.2	O-7 Business/KY (%)		50.00%	68				Diagnostic
A.1.3.3	O-7 Design (Specials)/KY (%)		52.63%	19				Diagnostic
A.1.3.4	O-7 PBX/KY (%)		50.00%	6				Diagnostic
A.1.3.5	O-7 Centrex/KY (%)		16.67%	6				Diagnostic
A.1.3.6	O-7 ISDN/KY (%)		0.00%	4				Diagnostic
Reject Interval - Mechanized								
A.1.4.1	O-8 Residence/KY (%)	>= 97% w in 1 hr	97.38%	725				YES
A.1.4.2	O-8 Business/KY (%)	>= 97% w in 1 hr	93.22%	59				NO
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	91.25%	263				YES
A.1.7.2	O-8 Business/KY (%)	>= 85% w in 10 hrs	97.06%	102				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%	49				YES
A.1.8.2	O-8 Business/KY (%)	>= 85% w in 24 hrs	100.00%	34				YES
A.1.8.3	O-8 Design (Specials)/KY (%)	>= 85% w in 24 hrs	100.00%	10				YES
A.1.8.4	O-8 PBX/KY (%)	>= 85% w in 24 hrs	100.00%	4				YES
A.1.8.5	O-8 Centrex/KY (%)	>= 85% w in 24 hrs	100.00%	1				YES
A.1.8.6	O-8 ISDN/KY (%)	>= 85% w in 24 hrs						
FOC Timeliness - Mechanized								
A.1.9.1	O-9 Residence/KY (%)	>= 95% w in 3 hrs	99.00%	6,796				YES
A.1.9.2	O-9 Business/KY (%)	>= 95% w in 3 hrs	98.77%	163				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	84.68%	829				NO

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.2	>= 85% w in 10 hrs	Business/KY (%)		92.94%	85				YES
A.1.12.3	>= 85% w in 10 hrs	Design (Specials)/KY (%)							
A.1.12.4	>= 85% w in 10 hrs	PBX/KY (%)							
A.1.12.5	>= 85% w in 10 hrs	Centrex/KY (%)							
A.1.12.6	>= 85% w in 10 hrs	ISDN/KY (%)							
FOC Timeliness - Non-Mechanized									
A.1.13.1	>= 85% w in 36 hrs	Residence/ED/KY (%)		98.25%	57				YES
A.1.13.2	>= 85% w in 36 hrs	Business/ED/KY (%)		100.00%	31				YES
A.1.13.3	>= 85% w in 36 hrs	Design (Specials)/KY (%)		100.00%	6				YES
A.1.13.4	>= 85% w in 36 hrs	PBX/KY (%)		100.00%	4				YES
A.1.13.5	>= 85% w in 36 hrs	Centrex/KY (%)		100.00%	4				YES
A.1.13.6	>= 85% w in 36 hrs	ISDN/KY (%)		100.00%	5				YES
FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	>= 95%	Residence/ED/KY (%)		93.24%	74				NO
A.1.14.1.2	>= 95%	Business/ED/KY (%)		99.13%	7,505				YES
A.1.14.2.1	>= 95%	Design (Specials)/KY (%)		100.00%	10				YES
A.1.14.2.2	>= 95%	PBX/KY (%)		94.96%	219				NO
A.1.14.3.1	>= 95%	Centrex/KY (%)							
A.1.14.3.2	>= 95%	ISDN/KY (%)							
A.1.14.4.1	>= 95%	Residence/ED/KY (%)							
A.1.14.4.2	>= 95%	Business/ED/KY (%)							
A.1.14.5.1	>= 95%	Design (Specials)/KY (%)							
A.1.14.5.2	>= 95%	PBX/KY (%)							
A.1.14.6.1	>= 95%	Centrex/KY (%)							
A.1.14.6.2	>= 95%	ISDN/KY (%)							
FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	>= 95%	Residence/ED/KY (%)		100.00%	6				YES
A.1.15.1.2	>= 95%	Business/ED/KY (%)		99.50%	1,007				YES
A.1.15.2.1	>= 95%	Design (Specials)/KY (%)		100.00%	31				YES
A.1.15.2.2	>= 95%	PBX/KY (%)		100.00%	139				YES
A.1.15.3.1	>= 95%	Centrex/KY (%)							
A.1.15.3.2	>= 95%	ISDN/KY (%)							
A.1.15.4.1	>= 95%	Residence/ED/KY (%)							
A.1.15.4.2	>= 95%	Business/ED/KY (%)							
A.1.15.5.1	>= 95%	Design (Specials)/KY (%)							
A.1.15.5.2	>= 95%	PBX/KY (%)							
A.1.15.6.1	>= 95%	Centrex/KY (%)							
A.1.15.6.2	>= 95%	ISDN/KY (%)							
FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	>= 95%	Residence/ED/KY (%)		95.56%	113				YES
A.1.16.2	>= 95%	Business/ED/KY (%)		92.65%	68				NO
A.1.16.3	>= 95%	Design (Specials)/KY (%)		78.95%	19				NO
A.1.16.4	>= 95%	PBX/KY (%)		100.00%	6				YES
A.1.16.5	>= 95%	Centrex/KY (%)		83.33%	6				NO
A.1.16.6	>= 95%	ISDN/KY (%)		100.00%	4				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	>= 95%	Residence/ED/KY (%)		100.00%	69				YES
A.1.17.1.2	>= 95%	Business/ED/KY (%)		99.87%	7,440				YES
A.1.17.2.1	>= 95%	Design (Specials)/KY (%)		100.00%	10				YES
A.1.17.2.2	>= 95%	PBX/KY (%)		98.56%	208				YES
A.1.17.3.1	>= 95%	Centrex/KY (%)							
A.1.17.3.2	>= 95%	ISDN/KY (%)							
A.1.17.4.1	>= 95%	Residence/ED/KY (%)							
A.1.17.4.2	>= 95%	Business/ED/KY (%)							
A.1.17.5.1	>= 95%	Design (Specials)/KY (%)							
A.1.17.5.2	>= 95%	PBX/KY (%)							

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Benchmark /
Analog

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

95% >= 48 hrs		100.00%	17				YES
95% >= 48 hrs		80.00%	5				NO
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs							

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic

Res	5.746	9.91%	232		0.02394	2.1402	YES
Res	121.866	0.06%	5,332		0.00022	-1.3816	YES
Res	14						
Res							
Bus	3.564	11.11%	63		0.02329	-3.2768	NO
Bus	5.728	0.00%	203		0.00094	0.1860	YES
Bus	34						
Bus	3						
Design	563	0.00%	4		0.11366	0.4773	YES
Design	105	25.00%	4		0.04948	-4.8602	NO
Design							
Design							
PBX	17						
PBX	39	0.00%	3		0.09470	0.2708	YES
PBX							
PBX	5						
Centrex	148						
Centrex	152	0.00%	3		0.00000		YES
Centrex	10						
Centrex	22	0.00%	1		0.00000		YES
ISDN	80						
ISDN	71	0.00%	3		0.00000		YES
ISDN							
ISDN	3	0.00%					

Res	6.112	7.38%	244		0.02103	2.0866	YES
Res	119.609	3.39%	5,010		0.00256	-0.5310	YES
Res	22	0.00%	1		0.00000		YES
Res							
Bus	4.448	4.65%	43		0.04561	1.1343	YES
Bus	5.821	4.79%	292		0.01371	0.5377	YES
Bus	59						
Bus							
Design	496	0.00%	3		0.13805	0.4381	YES
Design	299	4.35%	23		0.03034	-0.7715	YES
Design							
Design							
PBX	29	0.00%	1		0.00000		YES
PBX	43	0.00%	5		0.00000		YES
PBX							
PBX	7	0.00%	1		0.37409	0.3819	YES

P-2	ISDNKY(hours)
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% Jeopardy Notice >= 48 hours - Mechanized	
P-2	Residence/KY(%)
P-2	Business/KY(%)
P-2	Design (Specials)/KY(%)
P-2	PBX/KY(%)
P-2	Centrex/KY(%)
P-2	ISDN/KY(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized	
P-2	Residence/KY(%)
P-2	Business/KY(%)
P-2	Design (Specials)/KY(%)
P-2	PBX/KY(%)
P-2	Centrex/KY(%)
P-2	ISDN/KY(%)

% Missed Installation Appointments	
P-3	Residence/<10 circuits/Dispatch/KY(%)
P-3	Residence/<10 circuits/Non-Dispatch/KY(%)
P-3	Residence/>=10 circuits/Dispatch/KY(%)
P-3	Residence/>=10 circuits/Non-Dispatch/KY(%)
P-3	Business/<10 circuits/Dispatch/KY(%)
P-3	Business/<10 circuits/Non-Dispatch/KY(%)
P-3	Business/>=10 circuits/Dispatch/KY(%)
P-3	Business/>=10 circuits/Non-Dispatch/KY(%)
P-3	Design (Specials)/<10 circuits/Dispatch/KY(%)
P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)
P-3	Design (Specials)/>=10 circuits/Dispatch/KY(%)
P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)
P-3	PBX/<10 circuits/Dispatch/KY(%)
P-3	PBX/<10 circuits/Non-Dispatch/KY(%)
P-3	PBX/>=10 circuits/Dispatch/KY(%)
P-3	PBX/>=10 circuits/Non-Dispatch/KY(%)
P-3	Centrex/<10 circuits/Dispatch/KY(%)
P-3	Centrex/<10 circuits/Non-Dispatch/KY(%)
P-3	Centrex/>=10 circuits/Dispatch/KY(%)
P-3	Centrex/>=10 circuits/Non-Dispatch/KY(%)
P-3	ISDN/<10 circuits/Dispatch/KY(%)
P-3	ISDN/<10 circuits/Non-Dispatch/KY(%)
P-3	ISDN/>=10 circuits/Dispatch/KY(%)
P-3	ISDN/>=10 circuits/Non-Dispatch/KY(%)

% Provisioning Troubles within 30 Days	
P-9	Residence/<10 circuits/Dispatch/KY(%)
P-9	Residence/<10 circuits/Non-Dispatch/KY(%)
P-9	Residence/>=10 circuits/Dispatch/KY(%)
P-9	Residence/>=10 circuits/Non-Dispatch/KY(%)
P-9	Business/<10 circuits/Dispatch/KY(%)
P-9	Business/<10 circuits/Non-Dispatch/KY(%)
P-9	Business/>=10 circuits/Dispatch/KY(%)
P-9	Business/>=10 circuits/Non-Dispatch/KY(%)
P-9	Design (Specials)/<10 circuits/Dispatch/KY(%)
P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)
P-9	Design (Specials)/>=10 circuits/Dispatch/KY(%)
P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)
P-9	PBX/<10 circuits/Dispatch/KY(%)
P-9	PBX/<10 circuits/Non-Dispatch/KY(%)
P-9	PBX/>=10 circuits/Dispatch/KY(%)
P-9	PBX/>=10 circuits/Non-Dispatch/KY(%)

A.2.8.6

A.2.9.1
A.2.9.2
A.2.9.3
A.2.9.4
A.2.9.5
A.2.9.6

A.2.10.1
A.2.10.2
A.2.10.3
A.2.10.4
A.2.10.5
A.2.10.6

A.2.11.1.1
A.2.11.1.2
A.2.11.1.1
A.2.11.1.2
A.2.11.2.1
A.2.11.2.2
A.2.11.2.1
A.2.11.2.2
A.2.11.2.1
A.2.11.2.2
A.2.11.3.1
A.2.11.3.2
A.2.11.3.2
A.2.11.3.2
A.2.11.4.1
A.2.11.4.1
A.2.11.4.2
A.2.11.4.2
A.2.11.5.1
A.2.11.5.1
A.2.11.5.2
A.2.11.5.2
A.2.11.5.2
A.2.11.6.1
A.2.11.6.1
A.2.11.6.2
A.2.11.6.2
A.2.11.6.2

A.2.12.1.1
A.2.12.1.2
A.2.12.1.2
A.2.12.1.2
A.2.12.1.1
A.2.12.1.2
A.2.12.2.1
A.2.12.2.1
A.2.12.2.2
A.2.12.2.2
A.2.12.3.1
A.2.12.3.1
A.2.12.3.1
A.2.12.3.1
A.2.12.4.1
A.2.12.4.1
A.2.12.4.1
A.2.12.4.1
A.2.12.4.2
A.2.12.4.2

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

Average Completion Notice Interval - Mechanized

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

Average Completion Notice Interval - Non-Mechanized

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

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
6.67%	120	0.00%	1		0.25048	0.2662	YES
5.94%	101	0.00%	3		0.13849	0.4290	YES
7.14%	14						
30.77%	13						
2.44%	123	0.00%	6		0.06449	0.3782	YES
0.00%	74	0.00%	6		0.00000		YES
0.00%	6						

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Centrex	6.67%	120	0.00%	1		0.25048	0.2662	YES
Centrex	5.94%	101	0.00%	3		0.13849	0.4290	YES
Centrex	7.14%	14						
Centrex	30.77%	13						
ISDN	2.44%	123	0.00%	6		0.06449	0.3782	YES
ISDN	0.00%	74	0.00%	6		0.00000		YES
ISDN	0.00%	6						

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
2.30	5,744	0.02	215	13,524	0.93947	2.4329	YES
0.44	121,435	0.33	4,978	4,253	0.06151	1.8149	YES
0.02	14			0.000			
1.91	3,550	0.94	49	15,808	2.27385	0.4256	YES
1.43	5,692	0.30	171	12,838	0.99642	1.1374	YES
5.17	33			19,351			
0.32	3			0.054			
181.69	544			294,703			
7.89	104			32,591			
48.24	17			109,863			
5.93	39			22,897			
0.25	5			0.081			
9.30	148			33,102			
6.85	152	0.43	1	30,670	30.77065	0.2086	YES
1.44	10			4,460			
0.38	22			0.070			
104.12	79			216,514			
7.72	69	0.28	1	29,866	30.08159	0.2471	YES
63.47	3			109,374			

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic	11.52	17						Diagnostic
Diagnostic	3.30	353						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	20.42	14						Diagnostic
Diagnostic	14.23	32						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	31.74	4						Diagnostic
Diagnostic	138.75	4						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	20.54	3						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	22.38	2						Diagnostic
Diagnostic								Diagnostic
Diagnostic	14.00	1						Diagnostic
Diagnostic								Diagnostic
Diagnostic	26.00	2						Diagnostic
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

Code	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.17.1.1	Residence/<10 circuits/Dispatch/KY (days)			5.49	153				Diagnostic
A.2.17.1.2	Residence/<10 circuits/Non-Dispatch/KY (days)			0.61	3,651				Diagnostic
A.2.17.1.2.1	Residence/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.2.1	Business/<10 circuits/Dispatch/KY (days)			1.50	12				Diagnostic
A.2.17.2.2	Business/>=10 circuits/Dispatch/KY (days)			0.68	54				Diagnostic
A.2.17.2.2.1	Business/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.2.2.2	Business/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.3.1	Design (Specials)/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.3.2	Design (Specials)/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.4.1	PBX/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.4.1.1	PBX/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.4.1.2	PBX/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.4.2	PBX/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.5.1	Centrex/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.5.1.1	Centrex/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.5.1.2	Centrex/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.5.2	Centrex/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.5.2.2	Centrex/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.6.1	ISDN/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.6.1.1	ISDN/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.6.2	ISDN/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.17.6.2.1	ISDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.17.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

Code	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.18.1.1	Residence/<10 circuits/Dispatch/KY (days)			4.63	9				Diagnostic
A.2.18.1.1.2	Residence/<10 circuits/Non-Dispatch/KY (days)			1.17	525				Diagnostic
A.2.18.1.2	Residence/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.2.1	Business/<10 circuits/Dispatch/KY (days)			5.60	8				Diagnostic
A.2.18.2.1.2	Business/<10 circuits/Non-Dispatch/KY (days)			2.33	51				Diagnostic
A.2.18.2.2	Business/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.2.2.2	Business/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.3.1	Design (Specials)/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.3.2	Design (Specials)/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.4.1	PBX/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.4.1.2	PBX/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.4.2	PBX/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.4.2.2	PBX/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.5.1	Centrex/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.5.1.2	Centrex/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.5.2	Centrex/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.5.2.2	Centrex/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.6.1	ISDN/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.6.1.1	ISDN/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.6.2	ISDN/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.18.6.2.1	ISDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.18.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

Code	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.1.1	Residence/<10 circuits/Dispatch/KY (days)			2.26	8				Diagnostic
A.2.19.1.1.2	Residence/<10 circuits/Non-Dispatch/KY (days)			1.79	18				Diagnostic
A.2.19.1.2	Residence/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.19.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.19.2.1	Business/<10 circuits/Dispatch/KY (days)			7.14	2				Diagnostic
A.2.19.2.1.2	Business/<10 circuits/Non-Dispatch/KY (days)			1.09	13				Diagnostic
A.2.19.2.2	Business/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.19.2.2.1	Business/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic

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A.2.25.3.2.1
A.2.25.3.2.2

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

Benchmark /
Analog

>= 95%
>= 95%

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

	100.00%	2					
	92.31%	13					

Resale - Maintenance and Repair

Missed Repair Appointments

M&R-1	Residence/Dispatch/KY (%)	Res	15.92%	22,296	8.98%	579	0.01636	4.4515	YES
M&R-1	Residence/Non-Dispatch/KY (%)	Res	2.41%	8,960	2.25%	89	0.01634	0.1001	YES
M&R-1	Business/Dispatch/KY (%)	Bus	14.99%	2,809	5.88%	85	0.03930	2.3170	YES
M&R-1	Business/Non-Dispatch/KY (%)	Bus	1.94%	1,083	0.00%	12	0.04003	0.4844	YES
M&R-1	Design (Specials)/Dispatch/KY (%)	Design	1.83%	437	0.00%	7	0.05107	0.3584	YES
M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.52%	577	6.25%	16	0.01823	-3.1437	NO
M&R-1	PBX/Dispatch/KY (%)	PBX	4.00%	75	0.00%	8	0.07288	0.5488	YES
M&R-1	PBX/Non-Dispatch/KY (%)	PBX	1.37%	73	0.00%	3	0.06847	0.2001	YES
M&R-1	Centrex/Dispatch/KY (%)	Centrex	27.91%	258	0.00%	1	0.00000		YES
M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	5.78%	173	0.00%	0	0.00000		YES
M&R-1	ISDN/Dispatch/KY (%)	ISDN	0.00%	24	0.00%	2	0.00000		YES
M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	0.00%	66	0.00%	3	0.00000		YES

Customer Trouble Report Rate

M&R-2	Residence/Dispatch/KY (%)	Res	2.63%	848,127	2.81%	20,590	0.00114	-1.6019	YES
M&R-2	Residence/Non-Dispatch/KY (%)	Res	1.06%	848,127	0.43%	20,590	0.00072	8.6103	YES
M&R-2	Business/Dispatch/KY (%)	Bus	1.37%	205,300	1.24%	6,837	0.00144	0.8693	YES
M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.53%	205,300	0.18%	6,837	0.00089	3.9423	YES
M&R-2	Design (Specials)/Dispatch/KY (%)	Design	1.49%	29,407	0.86%	810	0.00434	1.4322	YES
M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	0.19%	29,407	1.98%	810	0.00499	-0.0264	YES
M&R-2	PBX/Dispatch/KY (%)	PBX	0.19%	38,717	1.54%	521	0.00194	-6.9123	NO
M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.18%	38,717	0.58%	521	0.00192	-2.0222	NO
M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.46%	36,515	0.34%	294	0.00324	0.9462	YES
M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.31%	36,515	0.00%	294	0.000324	0.9462	YES
M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.03%	80,452	0.35%	578	0.00072	-4.3855	NO
M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.08%	80,452	0.52%	578	0.00120	-3.6550	NO

Maintenance Average Duration

M&R-3	Residence/Dispatch/KY (hours)	Res	32.47	22,296	27.17	579	37,175	1,56487	3,3868	YES
M&R-3	Residence/Non-Dispatch/KY (hours)	Res	12.01	8,960	11.71	89	21,934	2,33650	0.1300	YES
M&R-3	Business/Dispatch/KY (hours)	Bus	13.52	2,809	11.66	85	28,172	3,16104	0.5895	YES
M&R-3	Business/Non-Dispatch/KY (hours)	Bus	3.57	1,083	2.00	12	9,992	2,90041	0.5415	YES
M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	5.59	437	4.96	7	7,820	2,87935	0.2102	YES
M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.32	577	3.04	16	3,681	0.93297	-0.7744	YES
M&R-3	PBX/Dispatch/KY (hours)	PBX	7.90	75	6.92	8	9,995	3,71763	0.2624	YES
M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	3.69	73	9.18	3	3,687	2,17171	-2.5292	NO
M&R-3	Centrex/Dispatch/KY (hours)	Centrex	14.95	258	6.00	1	17,880	17,91491	0.4994	YES
M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	6.75	173	0.00	0	13,866			YES
M&R-3	ISDN/Dispatch/KY (hours)	ISDN	6.48	24	7.74	2	5,502	4,04946	-0.3119	YES
M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	2.64	66	3.13	3	4,447	2,62545	-0.1862	YES

% Repeat Troubles within 30 Days

M&R-4	Residence/Dispatch/KY (%)	Res	20.30%	22,296	13.99%	579	0.01693	3.7290	YES
M&R-4	Residence/Non-Dispatch/KY (%)	Res	16.93%	8,960	10.11%	89	0.03995	1.7068	YES
M&R-4	Business/Dispatch/KY (%)	Bus	13.92%	2,809	11.76%	85	0.03811	0.5654	YES
M&R-4	Business/Non-Dispatch/KY (%)	Bus	14.31%	1,083	16.67%	12	0.10165	-0.2316	YES
M&R-4	Design (Specials)/Dispatch/KY (%)	Design	17.39%	437	0.00%	7	0.14440	1.2043	YES
M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	16.46%	577	6.25%	16	0.09399	1.0867	YES
M&R-4	PBX/Dispatch/KY (%)	PBX	13.53%	75	25.00%	8	0.12643	-0.9228	YES
M&R-4	PBX/Non-Dispatch/KY (%)	PBX	4.11%	73	0.00%	3	0.11694	0.3514	YES
M&R-4	Centrex/Dispatch/KY (%)	Centrex	11.63%	258	0.00%	1	0.32118	0.3620	YES
M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	16.67%	173	0.00%	0	0.27428	-1.2153	YES
M&R-4	ISDN/Dispatch/KY (%)	ISDN	19.70%	24	50.00%	2	0.23478	-0.5808	YES
M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN		66	33.33%	3			YES

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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									
A.3.5.1.1	M&R-5 Residence/Dispatch(KY)(%)	26.76%	14,631	17.76%	428		0.02171	4.1462	YES
A.3.5.1.2	M&R-5 Residence/Non-Dispatch(KY)(%)	10.49%	2,821	7.69%	52		0.04289	0.6530	YES
A.3.5.2.1	M&R-5 Business/Dispatch(KY)(%)	8.39%	1,656	4.00%	50		0.03980	1.1039	YES
A.3.5.2.2	M&R-5 Business/Non-Dispatch(KY)(%)	2.76%	399	0.00%	9		0.05519	0.4995	YES
A.3.5.3.1	M&R-5 Design (Specials)/Dispatch(KY)(%)	1.83%	437	0.00%	7		0.05107	0.3584	YES
A.3.5.3.2	M&R-5 Design (Specials)/Non-Dispatch(KY)(%)	0.52%	577	6.25%	16		0.01823	-3.1437	NO
A.3.5.4.1	M&R-5 PBX/Dispatch(KY)(%)	3.06%	65	0.00%	7		0.06870	0.4479	YES
A.3.5.4.2	M&R-5 PBX/Non-Dispatch(KY)(%)	2.13%	47	0.00%	3		0.08593	0.2476	YES
A.3.5.5.1	M&R-5 Centrex/Dispatch(KY)(%)	9.66%	145	0.00%	1		0.29636	0.3258	YES
A.3.5.5.2	M&R-5 Centrex/Non-Dispatch(KY)(%)	6.19%	97	0.00%	0				YES
A.3.5.6.1	M&R-5 ISDN/Dispatch(KY)(%)	0.00%	24	0.00%	2		0.00000		YES
A.3.5.6.2	M&R-5 ISDN/Non-Dispatch(KY)(%)	0.00%	66	0.00%	3		0.00000		YES

Resale - Billing

Invoice Accuracy									
	BST - State	BST - Region							
A.4.1	B-1 KY(%)	96.67%	\$98,190,380	99.68%	\$1,560,005	0.00009	-109,0318	YES	

Mean Time to Deliver Invoices - CRIS

A.4.2	B-2 Region(business days)	3.47	1	3.16	1.855			YES
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BellSouth Monthly State Summary Kentucky, May 2002

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

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

Code	Category	Value	Diagnosis
B.1.1.1	Switch Ports/KY(%)		Diagnostic
B.1.1.2	Local Interoffice Transport/KY(%)		Diagnostic
B.1.1.3	Loop + Port Combinations/KY(%)	23.00%	Diagnostic
B.1.1.4	Combo Other/KY(%)		Diagnostic
B.1.1.5	xDSL (ADSL, HDSL and UCL)/KY(%)	5.56%	Diagnostic
B.1.1.6	ISDN Loop (UDN, UDC)/KY(%)	25.00%	Diagnostic
B.1.1.7	Line Sharing/KY(%)	29.41%	Diagnostic
B.1.1.8	2W Analog Loop Design/KY(%)	33.33%	Diagnostic
B.1.1.9	2W Analog Loop Non-Design/KY(%)	0.00%	Diagnostic
B.1.1.10	2W Analog Loop w/INP Design/KY(%)		Diagnostic
B.1.1.11	2W Analog Loop w/INP Non-Design/KY(%)		Diagnostic
B.1.1.12	2W Analog Loop w/LNP Design/KY(%)		Diagnostic
B.1.1.13	2W Analog Loop w/LNP Non-Design/KY(%)		Diagnostic
B.1.1.14	Other Design/KY(%)	37.50%	Diagnostic
B.1.1.15	Other Non-Design/KY(%)	8.76%	Diagnostic
B.1.1.16	INP Standalone/KY(%)		Diagnostic
B.1.1.17	LNP Standalone/KY(%)	4.16%	Diagnostic

% Rejected Service Requests - Partially Mechanized

Code	Category	Value	Diagnosis
B.1.2.1	Switch Ports/KY(%)		Diagnostic
B.1.2.2	Local Interoffice Transport/KY(%)		Diagnostic
B.1.2.3	Loop + Port Combinations/KY(%)	42.27%	Diagnostic
B.1.2.4	Combo Other/KY(%)		Diagnostic
B.1.2.5	xDSL (ADSL, HDSL and UCL)/KY(%)	0.00%	Diagnostic
B.1.2.6	ISDN Loop (UDN, UDC)/KY(%)	10.00%	Diagnostic
B.1.2.7	Line Sharing/KY(%)	11.11%	Diagnostic
B.1.2.8	2W Analog Loop Design/KY(%)	50.00%	Diagnostic
B.1.2.9	2W Analog Loop Non-Design/KY(%)	100.00%	Diagnostic
B.1.2.10	2W Analog Loop w/INP Design/KY(%)		Diagnostic
B.1.2.11	2W Analog Loop w/INP Non-Design/KY(%)		Diagnostic
B.1.2.12	2W Analog Loop w/LNP Design/KY(%)		Diagnostic
B.1.2.13	2W Analog Loop w/LNP Non-Design/KY(%)		Diagnostic
B.1.2.14	Other Design/KY(%)	38.10%	Diagnostic
B.1.2.15	Other Non-Design/KY(%)	19.85%	Diagnostic
B.1.2.16	INP Standalone/KY(%)		Diagnostic
B.1.2.17	LNP Standalone/KY(%)	11.29%	Diagnostic

% Rejected Service Requests - Non-Mechanized

Code	Category	Value	Diagnosis
B.1.3.1	Switch Ports/KY(%)		Diagnostic
B.1.3.2	Local Interoffice Transport/KY(%)	0.00%	Diagnostic
B.1.3.3	Loop + Port Combinations/KY(%)	54.07%	Diagnostic
B.1.3.4	Combo Other/KY(%)	25.00%	Diagnostic
B.1.3.5	xDSL (ADSL, HDSL and UCL)/KY(%)	0.00%	Diagnostic
B.1.3.6	ISDN Loop (UDN, UDC)/KY(%)	100.00%	Diagnostic
B.1.3.7	Line Sharing/KY(%)	27.27%	Diagnostic
B.1.3.8	2W Analog Loop Design/KY(%)	0.00%	Diagnostic
B.1.3.9	2W Analog Loop Non-Design/KY(%)	50.00%	Diagnostic
B.1.3.10	2W Analog Loop w/INP Design/KY(%)		Diagnostic
B.1.3.11	2W Analog Loop w/INP Non-Design/KY(%)		Diagnostic
B.1.3.12	2W Analog Loop w/LNP Design/KY(%)		Diagnostic
B.1.3.13	2W Analog Loop w/LNP Non-Design/KY(%)		Diagnostic
B.1.3.14	Other Design/KY(%)	27.08%	Diagnostic
B.1.3.15	Other Non-Design/KY(%)	36.25%	Diagnostic
B.1.3.16	INP Standalone/KY(%)	0.00%	Diagnostic
B.1.3.17	LNP Standalone/KY(%)	27.03%	Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.16.1	O-11 INP Standalone/EDIJKY(%)							
B.1.15.16.2	O-11 INP Standalone/TAGIKY(%)							
B.1.15.17.1	O-11 LNP Standalone/EDIJKY(%)		100.00%	1,054				YES
B.1.15.17.2	O-11 LNP Standalone/TAGIKY(%)							

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11 (Switch Ports/KY(%)							
B.1.16.2	O-11 Local Interface Transport/KY(%)		62.50%	8				NO
B.1.16.3	O-11 Loop + Port Combinations/KY(%)		98.84%	172				YES
B.1.16.4	O-11 Combo Other/KY(%)		100.00%	4				YES
B.1.16.5	O-11 xDSL (ADSL, HDSL and UCL)JKY(%)		100.00%	3				YES
B.1.16.6	O-11 ISDN Loop (UDN, UDC)JKY(%)		100.00%	1				YES
B.1.16.7	O-11 Line Sharing/KY(%)		100.00%	11				YES
B.1.16.8	O-11 2W Analog Loop Design/KY(%)		100.00%	2				YES
B.1.16.9	O-11 2W Analog Loop Non-Design/KY(%)		62.50%	8				NO
B.1.16.10	O-11 2W Analog Loop w/INP Design/KY(%)							
B.1.16.11	O-11 2W Analog Loop w/INP Non-Design/KY(%)							
B.1.16.12	O-11 2W Analog Loop w/LNP Design/KY(%)							
B.1.16.13	O-11 2W Analog Loop w/LNP Non-Design/KY(%)							
B.1.16.14	O-11 Other Design/KY(%)		97.92%	48				YES
B.1.16.15	O-11 Other Non-Design/KY(%)		97.80%	91				YES
B.1.16.16	O-11 INP Standalone/KY(%)		100.00%	3				YES
B.1.16.17	O-11 LNP Standalone/KY(%)		99.10%	222				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11 (Switch Ports/EDIJKY(%)							
B.1.17.1.2	O-11 (Switch Ports/TAGIKY(%)							
B.1.17.2.1	O-11 Local Interface Transport/EDIJKY(%)							
B.1.17.2.2	O-11 Local Interface Transport/TAGIKY(%)							
B.1.17.3.1	O-11 Loop + Port Combinations/EDIJKY(%)		99.50%	1,411				YES
B.1.17.3.2	O-11 Loop + Port Combinations/TAGIKY(%)		99.43%	4,035				YES
B.1.17.4.1	O-11 Combo Other/EDIJKY(%)							
B.1.17.4.2	O-11 Combo Other/TAGIKY(%)							
B.1.17.5.1	O-11 xDSL (ADSL, HDSL and UCL)EDIJKY(%)		96.00%	25				YES
B.1.17.5.2	O-11 xDSL (ADSL, HDSL and UCL)TAGIKY(%)		100.00%	5				YES
B.1.17.6.1	O-11 ISDN Loop (UDN, UDC)EDIJKY(%)							
B.1.17.6.2	O-11 ISDN Loop (UDN, UDC)TAGIKY(%)							
B.1.17.7.1	O-11 Line Sharing/EDIJKY(%)							
B.1.17.7.2	O-11 Line Sharing/TAGIKY(%)							
B.1.17.8.1	O-11 2W Analog Loop Design/EDIJKY(%)							
B.1.17.8.2	O-11 2W Analog Loop Design/TAGIKY(%)							
B.1.17.9.1	O-11 2W Analog Loop Non-Design/EDIJKY(%)							
B.1.17.9.2	O-11 2W Analog Loop Non-Design/TAGIKY(%)							
B.1.17.10.1	O-11 2W Analog Loop w/INP Design/EDIJKY(%)							
B.1.17.10.2	O-11 2W Analog Loop w/INP Design/TAGIKY(%)							
B.1.17.11.1	O-11 2W Analog Loop w/INP Non-Design/EDIJKY(%)							
B.1.17.11.2	O-11 2W Analog Loop w/INP Non-Design/TAGIKY(%)							
B.1.17.12.1	O-11 2W Analog Loop w/LNP Design/EDIJKY(%)							
B.1.17.12.2	O-11 2W Analog Loop w/LNP Design/TAGIKY(%)							
B.1.17.13.1	O-11 2W Analog Loop w/LNP Non-Design/EDIJKY(%)							
B.1.17.13.2	O-11 2W Analog Loop w/LNP Non-Design/TAGIKY(%)							
B.1.17.14.1	O-11 Other Design/EDIJKY(%)		100.00%	6				YES
B.1.17.14.2	O-11 Other Design/TAGIKY(%)							
B.1.17.15.1	O-11 Other Non-Design/EDIJKY(%)							
B.1.17.15.2	O-11 Other Non-Design/TAGIKY(%)							
B.1.17.16.1	O-11 INP Standalone/EDIJKY(%)							
B.1.17.16.2	O-11 INP Standalone/TAGIKY(%)							
B.1.17.17.1	O-11 LNP Standalone/EDIJKY(%)		64.61%	1,475				NO
B.1.17.17.2	O-11 LNP Standalone/TAGIKY(%)							

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

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1.18.1.1	>= 95%								
B 1.18.1.2	>= 95%								
B 1.18.2.1	>= 95%								
B 1.18.2.2	>= 95%								
B 1.18.3.1	>= 95%			97.51%	723				YES
B 1.18.3.2	>= 95%			94.64%	2,314				NO
B 1.18.4.1	>= 95%								
B 1.18.4.2	>= 95%			100.00%	2				YES
B 1.18.5.1	>= 95%								
B 1.18.5.2	>= 95%			100.00%	10				YES
B 1.18.6.1	>= 95%			90.00%	10				NO
B 1.18.6.2	>= 95%			85.71%	7				NO
B 1.18.7.1	>= 95%			100.00%	2				YES
B 1.18.7.2	>= 95%			50.00%	2				NO
B 1.18.8.1	>= 95%			75.00%	4				NO
B 1.18.8.2	>= 95%			100.00%	1				YES
B 1.18.9.1	>= 95%								
B 1.18.9.2	>= 95%								
B 1.18.10.1	>= 95%								
B 1.18.10.2	>= 95%								
B 1.18.11.1	>= 95%								
B 1.18.11.2	>= 95%								
B 1.18.12.1	>= 95%								
B 1.18.12.2	>= 95%								
B 1.18.13.1	>= 95%								
B 1.18.13.2	>= 95%								
B 1.18.14.1	>= 95%			85.71%	7				NO
B 1.18.14.2	>= 95%			85.71%	14				NO
B 1.18.15.1	>= 95%			98.53%	204				YES
B 1.18.15.2	>= 95%			87.10%	31				NO
B 1.18.16.1	>= 95%								
B 1.18.16.2	>= 95%								
B 1.18.17.1	>= 95%			61.67%	1,054				NO
B 1.18.17.2	>= 95%								

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1.19.1	>= 95%			80.00%	5				NO
B 1.19.2	>= 95%			93.53%	170				NO
B 1.19.3	>= 95%			75.00%	4				NO
B 1.19.4	>= 95%			100.00%	3				YES
B 1.19.5	>= 95%			100.00%	1				YES
B 1.19.6	>= 95%			90.91%	11				NO
B 1.19.7	>= 95%			100.00%	2				YES
B 1.19.8	>= 95%			100.00%	5				YES
B 1.19.9	>= 95%								
B 1.19.10	>= 95%								
B 1.19.11	>= 95%								
B 1.19.12	>= 95%								
B 1.19.13	>= 95%								
B 1.19.14	>= 95%			82.95%	47				NO
B 1.19.15	>= 95%			94.35%	89				NO
B 1.19.16	>= 95%			100.00%	3				YES
B 1.19.17	>= 95%			97.27%	220				YES

Unbundled Network Elements - Provisioning

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.1.1.1.1	R&B (POTS)	5.27	8,233					7.879	
B 2.1.1.1.2	R&B (POTS)	0.93	121,675					2.370	
B 2.1.1.2.1	R&B (POTS)	9.36	41					18.064	

Order Completion Interval

P-4	Switch Ports<10 circuits/Dispatch/KY (days)								
P-4	Switch Ports<10 circuits/Non-Dispatch/KY (days)								
P-4	Switch Ports>=10 circuits/Dispatch/KY (days)								

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B.2.1.1.2.2	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.1.2.2	Switch Ports>=10 circuits/Non-Dispatch/KY(days)	1.67	3			0.577			
B.2.1.2.1	Local Interface Transport<10 circuits/Dispatch/KY(days)	17.57	276	17.00	1	17.279	17.30992	0.0329	YES
B.2.1.2.2	Local Interface Transport<10 circuits/Non-Dispatch/KY(days)								
B.2.1.3.1	Local Interface Transport<=10 circuits/Dispatch/KY(days)								
B.2.1.3.2	Local Interface Transport<=10 circuits/Non-Dispatch/KY(days)								
B.2.1.3.3	Loop + Port Combinations<10 circuits/Dispatch/KY(days)	5.29	8,387	3.53	107	7.892	0.76779	2.2959	YES
B.2.1.3.4	Loop + Port Combinations<10 circuits/Non-Dispatch/KY(days)	0.94	121,902	0.63	3,979	2.419	0.03896	7.8643	YES
B.2.1.3.5	Loop + Port Combinations<10 circuits/Switch Based Orders/KY(days)	0.33	61,361	0.33	2,593	0.000	0.00000	0.0000	YES
B.2.1.3.6	Loop + Port Combinations<10 circuits/Dispatch In/KY(days)	1.55	60,541	1.18	1,386	3.322	0.09025	4.0216	YES
B.2.1.3.7	Loop + Port Combinations>=10 circuits/Dispatch/KY(days)	9.19	51	1.00	1	16.608	16.77010	0.4883	YES
B.2.1.3.8	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY(days)	13.40	28			13.630			
B.2.1.3.9	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY(days)	0.33	1			0.000			
B.2.1.4.1	Combo Other<10 circuits/Dispatch/KY(days)	13.89	27			13.642			
B.2.1.4.2	Combo Other<10 circuits/Non-Dispatch/KY(days)	6.26	9,008	11.44	18	9.912	2.33873	-2.2163	NO
B.2.1.4.3	Combo Other>=10 circuits/Dispatch In/KY(days)	6.26	9,008			9.912			
B.2.1.4.4	Combo Other>=10 circuits/Non-Dispatch/KY(days)	9.19	51			16.608			
B.2.1.5.1	UNE ISDN<=6 circuits/Dispatch/KY(days)	9.19	51			16.608			
B.2.1.5.2	UNE ISDN<=6 circuits/Non-Dispatch/KY(days)	11.83	40	8.63	16	5.528	1.63519	1.9570	YES
B.2.1.6.1	UNE ISDN6-13 circuits/Dispatch/KY(days)	1.26	26			1.477			
B.2.1.6.2	UNE ISDN6-13 circuits/Non-Dispatch/KY(days)								
B.2.1.6.3	UNE ISDN>=14 circuits/Dispatch/KY(days)								
B.2.1.6.4	UNE ISDN>=14 circuits/Non-Dispatch/KY(days)								
B.2.1.7.1	Line Sharing<=6 circuits/Dispatch/KY(days)	3.00	1	5.00	1	0.000	0.00000		NO
B.2.1.7.2	Line Sharing<=6 circuits/Non-Dispatch/KY(days)								
B.2.1.7.3	Line Sharing<=13 circuits/Dispatch/KY(days)								
B.2.1.7.4	Line Sharing<=13 circuits/Non-Dispatch/KY(days)								
B.2.1.8.1	2W Analog Loop Design<10 circuits/Dispatch/KY(days)	5.29	8,387	3.00	1	7.892	7.89235	0.2905	YES
B.2.1.8.2	2W Analog Loop Design<10 circuits/Non-Dispatch/KY(days)	5.29	8,387			7.892			
B.2.1.8.3	2W Analog Loop Design>=10 circuits/Dispatch/KY(days)	9.19	51			16.608			
B.2.1.8.4	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(days)	9.19	51			16.608			
B.2.1.9.1	2W Analog Loop Non-Design<10 circuits/Dispatch/KY(days)	5.27	8,233			7.879			
B.2.1.9.2	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY(days)	1.53	60,392			3.255			
B.2.1.9.3	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY(days)	9.36	41			18.064			
B.2.1.9.4	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY(days)	1.67	3			0.577			
B.2.1.10.1	2W Analog Loop w/NP Design<10 circuits/Dispatch/KY(days)	5.29	8,387			7.892			
B.2.1.10.2	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/KY(days)	5.29	8,387			7.892			
B.2.1.10.3	2W Analog Loop w/NP Design>=10 circuits/Dispatch/KY(days)	9.19	51			16.608			
B.2.1.10.4	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY(days)	9.19	51			16.608			
B.2.1.11.1	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/KY(days)	5.27	8,233			7.879			
B.2.1.11.2	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/KY(days)	1.53	60,392			3.255			
B.2.1.11.3	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY(days)	9.36	41			18.064			
B.2.1.11.4	2W Analog Loop w/NP Non-Design>=10 circuits/Non-Dispatch/KY(days)	1.67	3			0.577			
B.2.1.12.1	2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY(days)	5.29	8,387			7.892			
B.2.1.12.2	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/KY(days)	5.29	8,387			7.892			
B.2.1.12.3	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY(days)	9.19	51			16.608			
B.2.1.12.4	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY(days)	9.19	51			16.608			
B.2.1.13.1	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY(days)	5.27	8,233			7.879			
B.2.1.13.2	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/KY(days)	1.53	60,392			3.255			
B.2.1.13.3	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY(days)	9.36	41			18.064			
B.2.1.13.4	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/KY(days)	1.67	3			0.577			
B.2.1.14.1	Other Design<10 circuits/Dispatch/KY(days)	7.04	118			7.765			
B.2.1.14.2	Other Design<10 circuits/Non-Dispatch/KY(days)								
B.2.1.14.3	Other Design>=10 circuits/Dispatch/KY(days)								
B.2.1.14.4	Other Design>=10 circuits/Non-Dispatch/KY(days)								
B.2.1.15.1	Other Non-Design<10 circuits/Dispatch/KY(days)	5.29	8,387	6.00	5	7.892	3.53041	-0.2004	YES
B.2.1.15.2	Other Non-Design<10 circuits/Non-Dispatch/KY(days)	0.94	121,902			2.419			

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	9.19	51			16.608			
R&B	13.40	28			13.630			
R&B (POTS)	5.27	8,233			7.879			
R&B (POTS)	0.93	121,675	2.00	1	2,370	2.37036	-0.4522	YES
R&B (POTS)	9.36	41			18.064			
R&B (POTS)	1.67	3			0.877			
R&B (POTS)	5.27	8,233			7.879			
R&B (POTS)	0.93	121,675	0.85	2,049	2,370	0.05280	1.5002	YES
R&B (POTS)	9.36	41			18.064			
R&B (POTS)	1.67	3			0.877			
Digital Loop < DS1	13.31	90	7.70	20	7.152	1.76804	3.1757	YES
Digital Loop < DS1	4.12	122			5.235			
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1	14.02	129	5.60	15	10.478	2.85829	2.9482	YES
Digital Loop >= DS1	6.19	49			10.997			
Digital Loop >= DS1								
Digital Loop >= DS1	9.00	3			8.888			

Order Completion Interval within X days	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
14 days			4.00	4				YES
7 days								

Order Completion Interval within X days	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-4	Other Non-Design/=>10 circuits/Dispatch/KY(days)							
P-4	Other Non-Design/=>10 circuits/Non-Dispatch/KY(days)							
P-4	INP (Standalone)/<10 circuits/Dispatch/KY(days)							
P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)							
P-4	INP (Standalone)/>=10 circuits/Dispatch/KY(days)							
P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)							
P-4	LNP (Standalone)/<10 circuits/Dispatch/KY(days)							
P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)							
P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)							
P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)							
P-4	Digital Loop < DS1/=<10 circuits/Dispatch/KY(days)							
P-4	Digital Loop < DS1/=<10 circuits/Non-Dispatch/KY(days)							
P-4	Digital Loop < DS1/=>10 circuits/Dispatch/KY(days)							
P-4	Digital Loop < DS1/=>10 circuits/Non-Dispatch/KY(days)							
P-4	Digital Loop >= DS1/=<10 circuits/Dispatch/KY(days)							
P-4	Digital Loop >= DS1/=<10 circuits/Non-Dispatch/KY(days)							
P-4	Digital Loop >= DS1/=>10 circuits/Dispatch/KY(days)							
P-4	Digital Loop >= DS1/=>10 circuits/Non-Dispatch/KY(days)							

Held Orders

Order Completion Interval within X days	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/=<6 circuits/Dispatch/KY(days)							
P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/=<6 circuits/Dispatch/KY(days)							

Order Completion Interval within X days

Order Completion Interval within X days	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-1	Switch Ports/=<10 circuits/Facility/KY(days)							
P-1	Switch Ports/=<10 circuits/Equipment/KY(days)							
P-1	Switch Ports/=>10 circuits/Other/KY(days)							
P-1	Switch Ports/=>10 circuits/Facility/KY(days)							
P-1	Switch Ports/=>10 circuits/Equipment/KY(days)							
P-1	Switch Ports/=>10 circuits/Other/KY(days)							
P-1	Local Interface Transport/=<10 circuits/Facility/KY(days)							
P-1	Local Interface Transport/=<10 circuits/Equipment/KY(days)							
P-1	Local Interface Transport/=<10 circuits/Other/KY(days)							
P-1	Local Interface Transport/=>10 circuits/Facility/KY(days)							
P-1	Local Interface Transport/=>10 circuits/Equipment/KY(days)							
P-1	Local Interface Transport/=>10 circuits/Other/KY(days)							
P-1	Loop + Port Combinations/=<10 circuits/Facility/KY(days)							
P-1	Loop + Port Combinations/=<10 circuits/Equipment/KY(days)							
P-1	Loop + Port Combinations/=<10 circuits/Other/KY(days)							
P-1	Loop + Port Combinations/=>10 circuits/Facility/KY(days)							
P-1	Loop + Port Combinations/=>10 circuits/Equipment/KY(days)							
P-1	Loop + Port Combinations/=>10 circuits/Other/KY(days)							
P-1	Combo Other/=<10 circuits/Facility/KY(days)							
P-1	Combo Other/=<10 circuits/Equipment/KY(days)							
P-1	Combo Other/=<10 circuits/Other/KY(days)							
P-1	Combo Other/=>10 circuits/Facility/KY(days)							
P-1	Combo Other/=>10 circuits/Equipment/KY(days)							
P-1	Combo Other/=>10 circuits/Other/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=<10 circuits/Facility/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=<10 circuits/Equipment/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=<10 circuits/Other/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=>10 circuits/Facility/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=>10 circuits/Equipment/KY(days)							
P-1	xDSL (ADSL, HDSL and UCL)/=>10 circuits/Other/KY(days)							
P-1	UNE ISDN/=<10 circuits/Equipment/KY(days)							
P-1	UNE ISDN/=<10 circuits/Other/KY(days)							
P-1	UNE ISDN/=>10 circuits/Equipment/KY(days)							
P-1	UNE ISDN/=>10 circuits/Other/KY(days)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	26.77	141			40.845			
R&B (POTS)	0.00	0						
R&B (POTS)	6.13	15			10.589			
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
DS1/DS3 - Interoffice	0.00	0	0.00	0				YES
DS1/DS3 - Interoffice	0.00	0	0.00	0				YES
DS1/DS3 - Interoffice	0.00	0	0.00	0				YES
DS1/DS3 - Interoffice								
DS1/DS3 - Interoffice								
DS1/DS3 - Interoffice								
DS1/DS3 - Interoffice	26.52	143	0.00	0	40.616			YES
R&B	0.00	0	0.00	0				YES
R&B	6.13	15	1.00	1	10.589	10.93612	0.4694	YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	26.35	144	0.00	0	40.530			YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	5.29	14	0.00	0	8.766			YES
R&B&D - Disp	0.00	0						
R&B&D - Disp	0.00	0						
R&B&D - Disp	0.00	0						
R&B&D - Disp	0.00	0						
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI								
ISDN - BRI								

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
Average Jeopardy Notice Interval - Mechanized								
B.2.8.1	Switch Ports(KY)(hours)							
B.2.8.2	Local Interface Transports(KY)(hours)							
B.2.8.3	Loop + Port Combinations(KY)(hours)		155.55	4				YES
B.2.8.4	Combo Other(KY)(hours)							
B.2.8.5	xDSL (ADSL, HDSL and UCL)(KY)(hours)							
B.2.8.6	UNE ISDN(KY)(hours)		350.93	2				YES
B.2.8.7	Line Sharing(KY)(hours)							
B.2.8.8	2W Analog Loop Design(KY)(hours)							
B.2.8.9	2W Analog Loop Non-Design(KY)(hours)							
B.2.8.10	2W Analog Loop w/INP Design(KY)(hours)							
B.2.8.11	2W Analog Loop w/INP Non-Design(KY)(hours)							
B.2.8.12	2W Analog Loop w/LNP Design(KY)(hours)							
B.2.8.13	2W Analog Loop w/LNP Non-Design(KY)(hours)							
B.2.8.14	Other Design(KY)(hours)							
B.2.8.15	Other Non-Design(KY)(hours)							
B.2.8.16	INP (Standalone)(KY)(hours)							
B.2.8.17	LNP (Standalone)(KY)(hours)							
B.2.8.18	Digital Loop < DS1(KY)(hours)		350.93	2				YES
B.2.8.19	Digital Loop >= DS1(KY)(hours)		189.63	22				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
Average Jeopardy Notice Interval - Non-Mechanized								
B.2.9.1	Switch Ports(KY)(hours)							
B.2.9.2	Local Interface Transports(KY)(hours)							
B.2.9.3	Loop + Port Combinations(KY)(hours)		352.13	1				
B.2.9.4	Combo Other(KY)(hours)		312.10	17				
B.2.9.5	xDSL (ADSL, HDSL and UCL)(KY)(hours)							
B.2.9.6	UNE ISDN(KY)(hours)							
B.2.9.7	Line Sharing(KY)(hours)							
B.2.9.8	2W Analog Loop Design(KY)(hours)							
B.2.9.9	2W Analog Loop Non-Design(KY)(hours)							
B.2.9.10	2W Analog Loop w/INP Design(KY)(hours)							
B.2.9.11	2W Analog Loop w/INP Non-Design(KY)(hours)							
B.2.9.12	2W Analog Loop w/LNP Design(KY)(hours)							
B.2.9.13	2W Analog Loop w/LNP Non-Design(KY)(hours)							
B.2.9.14	Other Design(KY)(hours)							
B.2.9.15	Other Non-Design(KY)(hours)							
B.2.9.16	INP (Standalone)(KY)(hours)							
B.2.9.17	LNP (Standalone)(KY)(hours)							
B.2.9.18	Digital Loop < DS1(KY)(hours)		125.65	1				
B.2.9.19	Digital Loop >= DS1(KY)(hours)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
Average Jeopardy Notice Interval - Mechanized								
B.2.10.1	Switch Ports(KY)(%)							
B.2.10.2	Local Interface Transports(KY)(%)							
B.2.10.3	Loop + Port Combinations(KY)(%)		100.00%	4				YES
B.2.10.4	Combo Other(KY)(%)							
B.2.10.5	xDSL (ADSL, HDSL and UCL)(KY)(%)							
B.2.10.6	UNE ISDN(KY)(%)		100.00%	2				YES
B.2.10.7	Line Sharing(KY)(%)							
B.2.10.8	2W Analog Loop Design(KY)(%)							
B.2.10.9	2W Analog Loop Non-Design(KY)(%)							
B.2.10.10	2W Analog Loop w/INP Design(KY)(%)							
B.2.10.11	2W Analog Loop w/INP Non-Design(KY)(%)							
B.2.10.12	2W Analog Loop w/LNP Design(KY)(%)							
B.2.10.13	2W Analog Loop w/LNP Non-Design(KY)(%)							
B.2.10.14	Other Design(KY)(%)							
B.2.10.15	Other Non-Design(KY)(%)							
B.2.10.16	INP (Standalone)(KY)(%)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
Average Jeopardy Notice Interval - Non-Mechanized								
B.2.10.1	Switch Ports(KY)(%)							
B.2.10.2	Local Interface Transports(KY)(%)							
B.2.10.3	Loop + Port Combinations(KY)(%)		100.00%	4				YES
B.2.10.4	Combo Other(KY)(%)							
B.2.10.5	xDSL (ADSL, HDSL and UCL)(KY)(%)							
B.2.10.6	UNE ISDN(KY)(%)		100.00%	2				YES
B.2.10.7	Line Sharing(KY)(%)							
B.2.10.8	2W Analog Loop Design(KY)(%)							
B.2.10.9	2W Analog Loop Non-Design(KY)(%)							
B.2.10.10	2W Analog Loop w/INP Design(KY)(%)							
B.2.10.11	2W Analog Loop w/INP Non-Design(KY)(%)							
B.2.10.12	2W Analog Loop w/LNP Design(KY)(%)							
B.2.10.13	2W Analog Loop w/LNP Non-Design(KY)(%)							
B.2.10.14	Other Design(KY)(%)							
B.2.10.15	Other Non-Design(KY)(%)							
B.2.10.16	INP (Standalone)(KY)(%)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
% Jeopardy Notice >= 48 hours - Mechanized								
B.2.10.1	Switch Ports(KY)(%)							
B.2.10.2	Local Interface Transports(KY)(%)							
B.2.10.3	Loop + Port Combinations(KY)(%)		100.00%	4				YES
B.2.10.4	Combo Other(KY)(%)							
B.2.10.5	xDSL (ADSL, HDSL and UCL)(KY)(%)							
B.2.10.6	UNE ISDN(KY)(%)		100.00%	2				YES
B.2.10.7	Line Sharing(KY)(%)							
B.2.10.8	2W Analog Loop Design(KY)(%)							
B.2.10.9	2W Analog Loop Non-Design(KY)(%)							
B.2.10.10	2W Analog Loop w/INP Design(KY)(%)							
B.2.10.11	2W Analog Loop w/INP Non-Design(KY)(%)							
B.2.10.12	2W Analog Loop w/LNP Design(KY)(%)							
B.2.10.13	2W Analog Loop w/LNP Non-Design(KY)(%)							
B.2.10.14	Other Design(KY)(%)							
B.2.10.15	Other Non-Design(KY)(%)							
B.2.10.16	INP (Standalone)(KY)(%)							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			25.00%	4				Diagnostic

B.2.6.19	Digital Loop >= DS1(KY)(%)							
% Jeopardy Notice >= 48 hours - Mechanized								
B.2.10.1	Switch Ports(KY)(%)							
B.2.10.2	Local Interface Transports(KY)(%)							
B.2.10.3	Loop + Port Combinations(KY)(%)		100.00%	4				YES
B.2.10.4	Combo Other(KY)(%)							
B.2.10.5	xDSL (ADSL, HDSL and UCL)(KY)(%)							
B.2.10.6	UNE ISDN(KY)(%)		100.00%	2				YES
B.2.10.7	Line Sharing(KY)(%)							
B.2.10.8	2W Analog Loop Design(KY)(%)							
B.2.10.9	2W Analog Loop Non-Design(KY)(%)							
B.2.10.10	2W Analog Loop w/INP Design(KY)(%)							
B.2.10.11	2W Analog Loop w/INP Non-Design(KY)(%)							
B.2.10.12	2W Analog Loop w/LNP Design(KY)(%)							
B.2.10.13	2W Analog Loop w/LNP Non-Design(KY)(%)							
B.2.10.14	Other Design(KY)(%)							
B.2.10.15	Other Non-Design(KY)(%)							
B.2.10.16	INP (Standalone)(KY)(%)							

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Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
95% >= 48 hrs		100.00%	2				YES
95% >= 48 hrs		100.00%	22				YES

B.2.10.17	LNP (Standalone)/KY (%)						
B.2.10.18	Digital Loop < DS1/KY (%)						
B.2.10.19	Digital Loop >= DS1/KY (%)						

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	Switch Ports/KY (%)						Diagnostic
B.2.11.2	Local Interface Transports/KY (%)						Diagnostic
B.2.11.3	Loop + Port Combinations/KY (%)						Diagnostic
B.2.11.4	Combo Other/KY (%)						Diagnostic
B.2.11.5	xDSL (ADSL, HDSL and UCL)/KY (%)						Diagnostic
B.2.11.6	UNE ISDN/KY (%)						Diagnostic
B.2.11.7	Line Sharing/KY (%)						Diagnostic
B.2.11.8	2W Analog Loop Design/KY (%)						Diagnostic
B.2.11.9	2W Analog Loop Non-Design/KY (%)						Diagnostic
B.2.11.10	2W Analog Loop w/INP Design/KY (%)						Diagnostic
B.2.11.11	2W Analog Loop w/INP Non-Design/KY (%)						Diagnostic
B.2.11.12	2W Analog Loop w/LNP Design/KY (%)						Diagnostic
B.2.11.13	2W Analog Loop w/LNP Non-Design/KY (%)						Diagnostic
B.2.11.14	Other Design/KY (%)						Diagnostic
B.2.11.15	Other Non-Design/KY (%)						Diagnostic
B.2.11.16	INP (Standalone)/KY (%)						Diagnostic
B.2.11.17	LNP (Standalone)/KY (%)						Diagnostic
B.2.11.18	Digital Loop < DS1/KY (%)						Diagnostic
B.2.11.19	Digital Loop >= DS1/KY (%)						Diagnostic

Coordinated Customers Conversions

B.2.12.1	Loops with INP/KY (%)						
B.2.12.2	Loops with LNP/KY (%)						

% Hot Cuts > 15 minutes Early

B.2.13.1	P-7A Time-Specific SL1/KY (%)						<= 5%
B.2.13.2	P-7A Time-Specific SL2/KY (%)						<= 5%
B.2.13.3	P-7A Non-Time Specific SL1/KY (%)						<= 5%
B.2.13.4	P-7A Non-Time Specific SL2/KY (%)						<= 5%

Hot Cut Timeliness

B.2.14.1	P-7A Time-Specific SL1/KY (%)						>= 95% w in 15 min
B.2.14.2	P-7A Time-Specific SL2/KY (%)						>= 95% w in 15 min
B.2.14.3	P-7A Non-Time Specific SL1/KY (%)						>= 95% w in 15 min
B.2.14.4	P-7A Non-Time Specific SL2/KY (%)						>= 95% w in 15 min

% Hot Cuts > 15 minutes Late

B.2.15.1	P-7A Time-Specific SL1/KY (%)						<= 5%
B.2.15.2	P-7A Time-Specific SL2/KY (%)						<= 5%
B.2.15.3	P-7A Non-Time Specific SL1/KY (%)						<= 5%
B.2.15.4	P-7A Non-Time Specific SL2/KY (%)						<= 5%

Average Recovery Time - CCC

B.2.16.1	P-7B Loops with INP/KY (minutes)						Diagnostic
B.2.16.2	P-7B Loops with LNP/KY (minutes)						Diagnostic

% Provisioning Troubles within 7 Days - Hot Cuts

B.2.17.1.1	P-7C UNE Loop Design/Dispatch/KY (%)						<= 5%
B.2.17.1.2	P-7C UNE Loop Design/Non-Dispatch/KY (%)						<= 5%
B.2.17.2.1	P-7C UNE Loop Non-Design/Dispatch/KY (%)						<= 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)
B.2.18.1.1.2	P-3 Switch Ports/<10 circuits/Non-Dispatch/KY (%)						R&B (POTS)
B.2.18.1.2.1	P-3 Switch Ports/>=10 circuits/Dispatch/KY (%)						R&B (POTS)
B.2.18.1.2.2	P-3 Switch Ports/>=10 circuits/Non-Dispatch/KY (%)						R&B (POTS)
B.2.18.2.1.1	P-3 Local Interface Transport/<10 circuits/Dispatch/KY (%)						DS1/DS3

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Item	Measure	Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.5.1.1	P-5	ADSL (ADSL, HDSL and UCL)/<10 circuits/DispatchKY(hours)				
B.2.21.5.1.2	P-5	ADSL (ADSL, HDSL and UCL)/<10 circuits/Non-DispatchKY(hours)				
B.2.21.5.2	P-5	ADSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKY(hours)				
B.2.21.5.2.2	P-5	ADSL (ADSL, HDSL and UCL)/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.6.1.1	P-5	UNE (SDN)/<10 circuits/DispatchKY(hours)				
B.2.21.6.1.2	P-5	UNE (SDN)/<10 circuits/Non-DispatchKY(hours)				
B.2.21.6.2.1	P-5	UNE (SDN)/>=10 circuits/DispatchKY(hours)				
B.2.21.6.2.2	P-5	UNE (SDN)/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/DispatchKY(hours)				
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-DispatchKY(hours)				
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/DispatchKY(hours)				
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/DispatchKY(hours)				
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/DispatchKY(hours)				
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch InKY(hours)				
B.2.21.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch InKY(hours)				
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch InKY(hours)				
B.2.21.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch InKY(hours)				
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/DispatchKY(hours)				
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/DispatchKY(hours)				
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/DispatchKY(hours)				
B.2.21.11.1.2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/DispatchKY(hours)				
B.2.21.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.12.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/DispatchKY(hours)				
B.2.21.12.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.12.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/DispatchKY(hours)				
B.2.21.12.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch InKY(hours)				
B.2.21.13.1.2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch InKY(hours)				
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch InKY(hours)				
B.2.21.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch InKY(hours)				
B.2.21.14.1.1	P-5	Other Design/<10 circuits/DispatchKY(hours)				
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/DispatchKY(hours)				
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/DispatchKY(hours)				
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-DispatchKY(hours)				
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/DispatchKY(hours)				
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/DispatchKY(hours)				
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-DispatchKY(hours)				
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/DispatchKY(hours)				
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/DispatchKY(hours)				
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-DispatchKY(hours)				
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/DispatchKY(hours)				
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/DispatchKY(hours)				
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-DispatchKY(hours)				
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/DispatchKY(hours)				
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-DispatchKY(hours)				
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/DispatchKY(hours)				
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-DispatchKY(hours)				
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/DispatchKY(hours)				
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-DispatchKY(hours)				

Item	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.5.1.1	0.30	1			0.000			
B.2.21.5.1.2								
B.2.21.5.2	44.65	41	13.67	17	51.807	14.94453	2.0726	YES
B.2.21.6.1.1	0.57	42			2.218			
B.2.21.6.1.2								
B.2.21.6.2.1	0.30	1			0.000			
B.2.21.6.2.2								
B.2.21.7.1.1								
B.2.21.7.1.2								
B.2.21.7.2.1								
B.2.21.7.2.2								
B.2.21.8.1.1	2.27	9,449	117.95	1	14,947	14,94625	-7.7387	NO
B.2.21.8.1.2	2.27	9,449			14,947			
B.2.21.8.2.1	3.25	57			14,918			
B.2.21.8.2.2	3.25	57			14,918			
B.2.21.9.1.1	2.15	9,294	3.81	2	14,440	10,21169	-0.1623	YES
B.2.21.9.1.2	0.38	66,163			4,059			
B.2.21.9.2.1	3.63	47			16,315			
B.2.21.9.2.2	0.32	3			0,054			
B.2.21.10.1.1	2.27	9,449			14,947			
B.2.21.10.1.2	2.27	9,449			14,947			
B.2.21.10.2.1	3.25	57			14,918			
B.2.21.10.2.2	3.25	57			14,918			
B.2.21.11.1.1	2.15	9,294			14,440			
B.2.21.11.1.2	0.38	66,163			4,059			
B.2.21.11.2.1	3.63	47			16,315			
B.2.21.11.2.2	0.32	3			0,054			
B.2.21.12.1.1	170.30	633			285,460			
B.2.21.12.1.2	9.91	118			34,729			
B.2.21.12.2.1								
B.2.21.12.2.2								
B.2.21.13.1.1	2.27	9,449			14,947			
B.2.21.13.1.2	0.50	127,373			5,119			
B.2.21.13.2.1	3.25	57			14,918			
B.2.21.13.2.2	6.09	33			32,974			
B.2.21.14.1.1	2.15	9,294			14,440			
B.2.21.14.1.2	0.49	127,127			4,970			
B.2.21.14.2.1	3.63	47			16,315			
B.2.21.14.2.2	0.32	3			0,054			
B.2.21.15.1.1	2.15	9,294			14,440			
B.2.21.15.1.2	0.49	127,127			4,970			
B.2.21.15.2.1	3.63	47			16,315			
B.2.21.15.2.2	0.32	3			0,054			
B.2.21.16.1.1	96.72	90	13.67	17	163,979	43,36452	1.9151	YES
B.2.21.16.1.2	0.39	121			1,308			
B.2.21.16.2.1								
B.2.21.16.2.2								
B.2.21.17.1.1	124.46	132	23.03	31	205,614	41,03735	2.4715	YES
B.2.21.17.1.2	21.35	47			40,700			
B.2.21.17.2.1								
B.2.21.17.2.2								

Benchmark / Analog
 ADSL to Retail
 ADSL to Retail
 ADSL to Retail
 ADSL to Retail
 ISDN - BRI
 ISDN - BRI
 ISDN - BRI
 ISDN - BRI
 ADSL to Retail
 ADSL to Retail
 ADSL to Retail
 ADSL to Retail
 R&B - Disp
 R&B - Disp
 R&B - Disp
 R&B - Disp
 R&B (POTS) excl SB Or
 R&B (POTS) excl SB Or
 R&B (POTS) excl SB Or
 R&B (POTS) excl SB Or
 R&B - Disp
 R&B - Disp
 R&B - Disp
 R&B - Disp
 R&B (POTS) excl SB Or
 R&B (POTS) excl SB Or
 R&B (POTS) excl SB Or
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 R&B (POTS)
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 R&B (POTS)
 R&B (POTS)
 R&B (POTS)
 R&B (POTS)
 R&B (POTS)
 R&B (POTS)
 Digital Loop < DS1
 Digital Loop < DS1
 Digital Loop < DS1
 Digital Loop >= DS1
 Digital Loop >= DS1
 Digital Loop >= DS1

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.22.14.1.2	P-5	Other Design/ <10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.14.2.1	P-5	Other Design/ >=10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.14.2.2	P-5	Other Design/ >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.15.1.1	P-5	Other Non-Design/ <10 circuits/Dispatch/KY(hours)	16.48	5				Diagnostic
B 2.22.15.1.2	P-5	Other Non-Design/ <10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.15.2.1	P-5	Other Non-Design/ >=10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.15.2.2	P-5	Other Non-Design/ >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.16.1.1	P-5	INP (Standalone) <10 circuits/Dispatch/KY(hours)	14.00	1				Diagnostic
B 2.22.16.1.2	P-5	INP (Standalone) <10 circuits/Non-Dispatch/KY(hours)	81.68	1				Diagnostic
B 2.22.16.2.1	P-5	INP (Standalone) >=10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.16.2.2	P-5	INP (Standalone) >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.17.1.1	P-5	LNP (Standalone) <10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.17.1.2	P-5	LNP (Standalone) <10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.17.2.1	P-5	LNP (Standalone) >=10 circuits/Dispatch/KY(hours)	2.56	150				Diagnostic
B 2.22.17.2.2	P-5	LNP (Standalone) >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.18.1.1	P-5	Digital Loop < DS1 <10 circuits/Dispatch/KY(hours)	8.67	5				Diagnostic
B 2.22.18.1.2	P-5	Digital Loop < DS1 <10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.18.2.1	P-5	Digital Loop < DS1 >=10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.18.2.2	P-5	Digital Loop < DS1 >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.19.1.1	P-5	Digital Loop >= DS1 <10 circuits/Dispatch/KY(hours)	25.19	4				Diagnostic
B 2.22.19.1.2	P-5	Digital Loop >= DS1 <10 circuits/Non-Dispatch/KY(hours)						Diagnostic
B 2.22.19.2.1	P-5	Digital Loop >= DS1 >=10 circuits/Dispatch/KY(hours)						Diagnostic
B 2.22.19.2.2	P-5	Digital Loop >= DS1 >=10 circuits/Non-Dispatch/KY(hours)						Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.24.1.1.1	P-10	Switch Ports <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.1.1.2	P-10	Switch Ports <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.1.2.1	P-10	Switch Ports >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.1.2.2	P-10	Switch Ports >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.2.1.1	P-10	Local Interface Transport/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.2.1.2	P-10	Local Interface Transport/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.2.2.1	P-10	Local Interface Transport/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.2.2.2	P-10	Local Interface Transport/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.3.1.1	P-10	Loop + Port Combinations <10 circuits/Dispatch/KY(days)	4.12	46				Diagnostic
B 2.24.3.1.2	P-10	Loop + Port Combinations <10 circuits/Non-Dispatch/KY(days)	0.67	2,470				Diagnostic
B 2.24.3.2.1	P-10	Loop + Port Combinations >=10 circuits/Dispatch/KY(days)	0.83	1				Diagnostic
B 2.24.3.2.2	P-10	Loop + Port Combinations >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.4.1.1	P-10	Combo Other/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.4.1.2	P-10	Combo Other/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.4.2.1	P-10	Combo Other/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.4.2.2	P-10	Combo Other/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL) <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL) >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.6.1.1	P-10	UNE ISDN/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.6.1.2	P-10	UNE ISDN/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.6.2.1	P-10	UNE ISDN/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.6.2.2	P-10	UNE ISDN/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.7.1.1	P-10	Line Sharing/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.7.1.2	P-10	Line Sharing/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.7.2.1	P-10	Line Sharing/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.7.2.2	P-10	Line Sharing/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.8.1.1	P-10	2W Analog Loop Design/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.8.1.2	P-10	2W Analog Loop Design/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.8.2.1	P-10	2W Analog Loop Design/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.8.2.2	P-10	2W Analog Loop Design/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.9.1.1	P-10	2W Analog Loop Non-Design/ <10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.9.1.2	P-10	2W Analog Loop Non-Design/ <10 circuits/Non-Dispatch/KY(days)						Diagnostic
B 2.24.9.2.1	P-10	2W Analog Loop Non-Design/ >=10 circuits/Dispatch/KY(days)						Diagnostic
B 2.24.9.2.2	P-10	2W Analog Loop Non-Design/ >=10 circuits/Non-Dispatch/KY(days)						Diagnostic

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Total Service Order Cycle Time - Non-Mechanized

Order ID	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.26.1.1.1	P-10 Switch Ports<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.1.1.2	P-10 Switch Ports<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.1.2	P-10 Switch Ports>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.1.2.2	P-10 Switch Ports>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.2.1	P-10 Local Interoffice Transport<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.2.1.2	P-10 Local Interoffice Transport<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.2.2	P-10 Local Interoffice Transport>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.2.2.1	P-10 Local Interoffice Transport>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.3.1	P-10 Loop + Port Combinations<10 circuits/DispatchKY(days)	Diagnostic			2.84	11				Diagnostic
B 2.26.3.1.2	P-10 Loop + Port Combinations<10 circuits/Non-DispatchKY(days)	Diagnostic			3.16	19				Diagnostic
B 2.26.3.2	P-10 Loop + Port Combinations>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.3.2.2	P-10 Loop + Port Combinations>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.4.1	P-10 Combo Other<10 circuits/DispatchKY(days)	Diagnostic			11.90	12				Diagnostic
B 2.26.4.1.1	P-10 Combo Other<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.4.2	P-10 Combo Other>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.4.2.2	P-10 Combo Other>=10 circuits/Non-DispatchKY(days)	Diagnostic			3.98	1				Diagnostic
B 2.26.5.1	P-10 xDSL (ADSL, HDSL, and UCL)<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.5.1.1	P-10 xDSL (ADSL, HDSL, and UCL)<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.5.2	P-10 xDSL (ADSL, HDSL, and UCL)>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.5.2.1	P-10 xDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.6.1	P-10 UNE ISDN<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.6.1.1	P-10 UNE ISDN<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.6.2	P-10 UNE ISDN>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.6.2.1	P-10 UNE ISDN>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.7.1	P-10 Line Shaming<10 circuits/DispatchKY(days)	Diagnostic			4.25	4				Diagnostic
B 2.26.7.1.1	P-10 Line Shaming<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.7.2	P-10 Line Shaming>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.7.2.1	P-10 Line Shaming>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.8.1	P-10 2W Analog Loop Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.8.1.1	P-10 2W Analog Loop Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.8.2	P-10 2W Analog Loop Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.8.2.1	P-10 2W Analog Loop Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.9.1	P-10 2W Analog Loop Non-Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.9.1.1	P-10 2W Analog Loop Non-Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.9.2	P-10 2W Analog Loop Non-Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.9.2.1	P-10 2W Analog Loop Non-Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.10.1	P-10 2W Analog Loop w/NP Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.10.1.1	P-10 2W Analog Loop w/NP Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.10.2	P-10 2W Analog Loop w/NP Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.10.2.1	P-10 2W Analog Loop w/NP Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.11.1	P-10 2W Analog Loop w/NP Non-Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.11.1.1	P-10 2W Analog Loop w/NP Non-Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.11.2	P-10 2W Analog Loop w/NP Non-Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.11.2.1	P-10 2W Analog Loop w/NP Non-Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.12.1	P-14 2W Analog Loop w/LNP Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.12.1.1	P-14 2W Analog Loop w/LNP Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.12.2	P-14 2W Analog Loop w/LNP Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.12.2.1	P-14 2W Analog Loop w/LNP Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.13.1	P-14 2W Analog Loop w/LNP Non-Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.13.1.1	P-14 2W Analog Loop w/LNP Non-Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.13.2	P-14 2W Analog Loop w/LNP Non-Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.13.2.1	P-14 2W Analog Loop w/LNP Non-Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.14.1	P-10 Other Design<10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.14.1.1	P-10 Other Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.14.2	P-10 Other Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.14.2.1	P-10 Other Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.15.1	P-10 Other Non-Design<10 circuits/DispatchKY(days)	Diagnostic			6.42	4				Diagnostic
B 2.26.15.1.1	P-10 Other Non-Design<10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.15.2	P-10 Other Non-Design>=10 circuits/DispatchKY(days)	Diagnostic								Diagnostic
B 2.26.15.2.1	P-10 Other Non-Design>=10 circuits/Non-DispatchKY(days)	Diagnostic								Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.2.1.1	P-10	Local Interoffice Transport<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.3.1	P-10	Loop + Port Combinations<10 circuits/DispatchKY(days)	2.84	11				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-DispatchKY(days)	3.16	19				Diagnostic
B.2.30.3.2	P-10	Loop + Port Combinations>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.4.1	P-10	Combo Other<10 circuits/DispatchKY(days)	11.90	11				Diagnostic
B.2.30.4.1.2	P-10	Combo Other<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.4.2	P-10	Combo Other>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.4.2.2	P-10	Combo Other>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.5.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.5.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.6.1	P-10	UNE ISDN/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.6.2	P-10	UNE ISDN/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.7.1	P-10	Line Sharing/<10 circuits/DispatchKY(days)	4.25	4				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.7.2	P-10	Line Sharing/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.8.1	P-10	2W Analog Loop Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.8.2	P-10	2W Analog Loop Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.9.1	P-10	2W Analog Loop Non-Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.9.2	P-10	2W Analog Loop Non-Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.10.1	P-10	2W Analog Loop w/NP Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/NP Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.10.2	P-10	2W Analog Loop w/NP Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/NP Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.11.1	P-10	2W Analog Loop w/NP Non-Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/NP Non-Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.11.2	P-10	2W Analog Loop w/NP Non-Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/NP Non-Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.12.1	P-14	2W Analog Loop w/NP Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/NP Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.12.2	P-14	2W Analog Loop w/NP Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/NP Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.13.1	P-14	2W Analog Loop w/NP Non-Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/NP Non-Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.13.2	P-14	2W Analog Loop w/NP Non-Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/NP Non-Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.14.1	P-10	Other Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.14.2	P-10	Other Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.15.1	P-10	Other Non-Design/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.15.2	P-10	Other Non-Design/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.16.1	P-10	INP (Standalone)/<10 circuits/DispatchKY(days)						Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-DispatchKY(days)						Diagnostic
B.2.30.16.2	P-10	INP (Standalone)/>=10 circuits/DispatchKY(days)						Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-DispatchKY(days)						Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
P-14	LNP (Standalone)/<10 circuits/Dispatch/KY(days)							Diagnostic
P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)		0.74	143				Diagnostic
P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)							Diagnostic
P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)							Diagnostic
P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)							Diagnostic
P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)		6.57	2				Diagnostic
P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(days)							Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

P-13	LNP/KY(%)	83.39%	1,541					NO
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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.32.1.1	% Completions w/o Notice or < 24 hours							Diagnostic
P-6	Switch Ports/Dispatch/KY(%)							Diagnostic
P-6	Switch Ports/Non-Dispatch/KY(%)		0.00%	1				Diagnostic
P-6	Local Interface Transports/Dispatch/KY(%)							Diagnostic
P-6	Local Interface Transports/Non-Dispatch/KY(%)							Diagnostic
P-6	Loop + Port Combinations/Dispatch/KY(%)		11.61%	112				Diagnostic
P-6	Loop + Port Combinations/Non-Dispatch/KY(%)		14.41%	4,032				Diagnostic
P-6	Combo Other/Dispatch/KY(%)		5.56%	18				Diagnostic
P-6	Combo Other/Non-Dispatch/KY(%)							Diagnostic
P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)		0.00%	4				Diagnostic
P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)		0.00%	16				Diagnostic
P-6	UNE ISDN/Dispatch/KY(%)							Diagnostic
P-6	UNE ISDN/Non-Dispatch/KY(%)							Diagnostic
P-6	Line Sharing/Dispatch/KY(%)		0.00%	1				Diagnostic
P-6	Line Sharing/Non-Dispatch/KY(%)		0.00%	26				Diagnostic
P-6	2W Analog Loop Design/Dispatch/KY(%)		0.00%	1				Diagnostic
P-6	2W Analog Loop Design/Non-Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop Non-Design/Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop Non-Design/Non-Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/INP Design/Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/LNP Design/Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY(%)							Diagnostic
P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY(%)							Diagnostic
P-6	Other Design/Dispatch/KY(%)		0.00%	5				Diagnostic
P-6	Other Design/Non-Dispatch/KY(%)							Diagnostic
P-6	Other Non-Design/Dispatch/KY(%)							Diagnostic
P-6	Other Non-Design/Non-Dispatch/KY(%)							Diagnostic
P-6	INP (Standalone)/Dispatch/KY(%)		100.00%	1				Diagnostic
P-6	INP (Standalone)/Non-Dispatch/KY(%)							Diagnostic
P-6	LNP (Standalone)/Dispatch/KY(%)							Diagnostic
P-6	LNP (Standalone)/Non-Dispatch/KY(%)							Diagnostic
P-6	Digital Loop < DS1/Dispatch/KY(%)		37.38%	2,049				Diagnostic
P-6	Digital Loop < DS1/Non-Dispatch/KY(%)		0.00%	20				Diagnostic
P-6	Digital Loop >= DS1/Dispatch/KY(%)		11.76%	17				Diagnostic
P-6	Digital Loop >= DS1/Non-Dispatch/KY(%)							Diagnostic

P-8	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	5					YES
P-8	xDSL Other/KY(%)							

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

% Cooperative Test Attempts for xDSL

B 2.33.1	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	5					YES
B 2.33.2	xDSL Other/KY(%)							

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Service Order Accuracy

Code	Description	Count	Percentage
P-11	Design (Specials)<=10 circuits/Dispatch/KY (%)	120	100.00%
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)	82	67.07%
P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)	23	100.00%
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)	5	100.00%
P-11	Loops Non-Design<=10 circuits/Dispatch/KY (%)	175	96.00%
P-11	Loops Non-Design<=10 circuits/Non-Dispatch/KY (%)	150	100.00%
P-11	Loops Non-Design>=10 circuits/Dispatch/KY (%)	143	97.90%
P-11	Loops Non-Design>=10 circuits/Non-Dispatch/KY (%)	79	98.73%

Benchmark / Analog

>= 95%
>= 98%
>= 99%
>= 95%
>= 95%
>= 98%
>= 95%

BST Measure

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	25,105		120				YES
	10,043		82				NO
	148		23				YES
	100		5				YES
	25,377		175				YES
	10,245		150				YES
	25,899		143				YES
	393		79				YES
	561						YES
	16						YES
	40						YES
	393						YES
	561						YES
	25,377						YES
	25,377						YES
	25,051						YES
	9,188						YES
	522						YES
	687						YES
	25,377						YES
	10,245						YES
	25,105						YES
	10,043						YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

Code	Description	Count	Percentage
M&R-1	Switch Ports/Dispatch/KY (%)	25,105	15.73%
M&R-1	Switch Ports/Non-Dispatch/KY (%)	10,043	2.36%
M&R-1	Local Interface Transport/Dispatch/KY (%)	148	0.00%
M&R-1	Local Interface Transport/Non-Dispatch/KY (%)	0	0.00%
M&R-1	Loop + Port Combinations/Dispatch/KY (%)	552	12.14%
M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	152	1.97%
M&R-1	Combo Other/Dispatch/KY (%)	15	0.00%
M&R-1	Combo Other/Non-Dispatch/KY (%)	5	0.00%
M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	2	0.00%
M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	1	0.00%
M&R-1	LINE ISDN/Dispatch/KY (%)	5	0.00%
M&R-1	LINE ISDN/Non-Dispatch/KY (%)	1	0.00%
M&R-1	Line Sharing/Dispatch/KY (%)	40	0.00%
M&R-1	Line Sharing/Non-Dispatch/KY (%)	1	0.00%
M&R-1	2W Analog Loop Design/Dispatch/KY (%)	3	0.00%
M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	8	0.06441
M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	15	0.09432
M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	4	0.18261
M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	0	0.00%
M&R-1	Other Design/Dispatch/KY (%)	0	0.00%
M&R-1	Other Design/Non-Dispatch/KY (%)	0	0.00%
M&R-1	Other Non-Design/Dispatch/KY (%)	0	0.00%
M&R-1	Other Non-Design/Non-Dispatch/KY (%)	0	0.00%
M&R-1	LNP (Standalone)/Dispatch/KY (%)	0	0.00%
M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	0	0.00%

Benchmark / Analog

>= 95%
>= 98%
>= 99%
>= 95%
>= 95%
>= 98%
>= 95%

BST Measure

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	25,105		120				YES
	10,043		82				NO
	148		23				YES
	100		5				YES
	25,377		175				YES
	10,245		150				YES
	25,899		143				YES
	393		79				YES
	561						YES
	16						YES
	40						YES
	393						YES
	561						YES
	25,377						YES
	25,377						YES
	25,051						YES
	9,188						YES
	522						YES
	687						YES
	25,377						YES
	10,245						YES
	25,105						YES
	10,043						YES

Customer Trouble Report Rate

Code	Description	Count	Percentage
M&R-2	Switch Ports/Dispatch/KY (%)	1,053,427	2.38%
M&R-2	Switch Ports/Non-Dispatch/KY (%)	1,053,427	0.95%
M&R-2	Local Interface Transport/Dispatch/KY (%)	8,605	1.72%
M&R-2	Local Interface Transport/Non-Dispatch/KY (%)	42	0.00%
M&R-2	Loop + Port Combinations/Dispatch/KY (%)	35,582	2.25%
M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	35,582	0.43%
M&R-2	Combo Other/Dispatch/KY (%)	172	8.72%
M&R-2	Combo Other/Non-Dispatch/KY (%)	172	2.91%
M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	369	0.27%
M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	369	0.27%
M&R-2	LINE ISDN/Dispatch/KY (%)	530	0.94%
M&R-2	LINE ISDN/Non-Dispatch/KY (%)	530	0.19%
M&R-2	Line Sharing/Dispatch/KY (%)	460	0.65%
M&R-2	Line Sharing/Non-Dispatch/KY (%)	460	1.74%
M&R-2	2W Analog Loop Design/Dispatch/KY (%)	2,410	0.62%
M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	2,410	0.17%
M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)	17	0.00%
M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	17	0.00%
M&R-2	Other Design/Dispatch/KY (%)	15	0.00%
M&R-2	Other Design/Non-Dispatch/KY (%)	15	0.00%

Benchmark / Analog

>= 95%
>= 98%
>= 99%
>= 95%
>= 95%
>= 98%
>= 95%

BST Measure

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	1,053,427		120				YES
	1,053,427		82				NO
	8,605		23				YES
	8,605		5				YES
	1,130,104		175				YES
	1,130,104		150				YES
	1,319,851		143				YES
	1,319,851		79				YES
	25,860						YES
	25,860						YES
	3,867						NO
	3,867						YES
	25,860						YES
	25,860						YES
	1,130,104						YES
	1,130,104						YES
	1,053,427						YES
	1,053,427						YES
	189,747						YES
	189,747						YES

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M&R-2	Other Non-Design/Dispatch/KY(%)
B.3.2.11.1	2.25%
B.3.2.11.2	0.91%
B.3.2.12.1	2.38%
B.3.2.12.2	0.95%

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	30.35	25,105		117	36,814	0.01385	1.6208	YES
R&B (POTS)	11.10	10,043	0.00%	117	21,138	0.00880	1.0298	YES
DS1/DS3	4.69	148	0.00	0	3.597			YES
DS1/DS3	1.72	100	0.00	0	2.463			YES
R&B	30.19	25,377	15.29	552	36,696	1.57860	9.4319	YES
R&B	11.01	10,245	4.15	152	21,017	1.71730	3.9913	YES
R&B&D - Disp	29.69	25,899	4.37	15	36,503	9.42776	2.6863	YES
R&B&D - Disp	29.69	25,899	0.78	5	36,503	16.32620	1.7711	YES
ADSL to Retail	46.14	393	4.33	2	79,075	56.05684	0.7458	YES
ADSL to Retail	3.14	561	0.28	1	15,241	15.25465	0.1873	YES
ISDN - BRI	5.87	16	5.68	5	5,312	2.72160	0.0705	YES
ISDN - BRI	2.03	40	7.38	1	4,060	4.11055	-1.3028	YES
ADSL to Retail	46.14	393	41.67	3	79,075	45.82812	0.0977	YES
ADSL to Retail	3.14	561	11.50	8	15,241	5.42882	-1.5405	YES
R&B - Disp	30.19	25,377	5.65	15	36,696	9.47777	2.5889	YES
R&B - Disp	30.19	25,377	2.65	4	36,696	18.34964	1.5008	YES
R&B (POTS) excl SB FT	30.36	25,051	0.00	0	36,836			YES
R&B (POTS) excl SB FT	11.75	9,188	0.00	0	21,728			YES
Design	5.71	522	0.00	0	7,579			YES
Design	2.43	687	0.00	0	3,801			YES
R&B	30.19	25,377	0.00	0	36,696			YES
R&B	11.01	10,245	0.00	0	21,017			YES
R&B (POTS)	30.35	25,105			36,814			YES
R&B (POTS)	11.10	10,043			21,138			YES

M&R-3	Switch Ports/Dispatch/KY(hours)
B.3.3.1.1	19.59%
B.3.3.1.2	16.65%
B.3.3.2.1	23.65%
B.3.3.2.2	19.00%
B.3.3.3.1	19.50%
B.3.3.3.2	16.47%
B.3.3.4.1	19.45%
B.3.3.4.2	24.43%
B.3.3.5.1	26.20%
B.3.3.5.2	12.50%
B.3.3.6.1	22.50%
B.3.3.6.2	26.20%
B.3.3.7.1	19.50%
B.3.3.7.2	19.50%
B.3.3.8.1	16.97%
B.3.3.8.2	17.05%
B.3.3.9.1	15.87%
B.3.3.9.2	19.50%
B.3.3.10.1	16.47%
B.3.3.10.2	19.59%
B.3.3.11.1	16.65%
B.3.3.11.2	24.89%
B.3.3.12.1	9.53%
B.3.3.12.2	0.00%

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	30.35	25,105		117	36,814	0.01385	1.6208	YES
R&B (POTS)	11.10	10,043	0.00%	117	21,138	0.00880	1.0298	YES
DS1/DS3	4.69	148	0.00	0	3.597			YES
DS1/DS3	1.72	100	0.00	0	2.463			YES
R&B	30.19	25,377	15.29	552	36,696	1.57860	9.4319	YES
R&B	11.01	10,245	4.15	152	21,017	1.71730	3.9913	YES
R&B&D - Disp	29.69	25,899	4.37	15	36,503	9.42776	2.6863	YES
R&B&D - Disp	29.69	25,899	0.78	5	36,503	16.32620	1.7711	YES
ADSL to Retail	46.14	393	4.33	2	79,075	56.05684	0.7458	YES
ADSL to Retail	3.14	561	0.28	1	15,241	15.25465	0.1873	YES
ISDN - BRI	5.87	16	5.68	5	5,312	2.72160	0.0705	YES
ISDN - BRI	2.03	40	7.38	1	4,060	4.11055	-1.3028	YES
ADSL to Retail	46.14	393	41.67	3	79,075	45.82812	0.0977	YES
ADSL to Retail	3.14	561	11.50	8	15,241	5.42882	-1.5405	YES
R&B - Disp	30.19	25,377	5.65	15	36,696	9.47777	2.5889	YES
R&B - Disp	30.19	25,377	2.65	4	36,696	18.34964	1.5008	YES
R&B (POTS) excl SB FT	30.36	25,051	0.00	0	36,836			YES
R&B (POTS) excl SB FT	11.75	9,188	0.00	0	21,728			YES
Design	5.71	522	0.00	0	7,579			YES
Design	2.43	687	0.00	0	3,801			YES
R&B	30.19	25,377	0.00	0	36,696			YES
R&B	11.01	10,245	0.00	0	21,017			YES
R&B (POTS)	30.35	25,105			36,814			YES
R&B (POTS)	11.10	10,043			21,138			YES

M&R-4	Switch Ports/Dispatch/KY(%)
B.3.3.4.1	19.59%
B.3.3.4.2	16.65%
B.3.3.5.1	23.65%
B.3.3.5.2	19.00%
B.3.3.6.1	19.50%
B.3.3.6.2	16.47%
B.3.3.7.1	19.45%
B.3.3.7.2	24.43%
B.3.3.8.1	26.20%
B.3.3.8.2	12.50%
B.3.3.9.1	22.50%
B.3.3.9.2	26.20%
B.3.3.10.1	19.50%
B.3.3.10.2	19.50%
B.3.3.11.1	16.97%
B.3.3.11.2	17.05%
B.3.3.12.1	15.87%
B.3.3.12.2	19.50%

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	30.35	25,105		117	36,814	0.01385	1.6208	YES
R&B (POTS)	11.10	10,043	0.00%	117	21,138	0.00880	1.0298	YES
DS1/DS3	4.69	148	0.00%	0	3.597			YES
DS1/DS3	1.72	100	0.00%	0	2.463			YES
R&B	30.19	25,377	13.59%	552	36,696	0.01705	3.4699	YES
R&B	10.245	10,245	13.16%	152	21,017	0.03030	1.0918	YES
R&B&D - Disp	25,899	25,899	40.00%	15	36,696	0.10223	-2.0099	NO
R&B&D - Disp	25,899	25,899	40.00%	5	36,696	0.17704	-1.1606	YES
ADSL to Retail	393	393	0.00%	2	79,075	0.30459	0.8020	YES
ADSL to Retail	561	561	0.00%	1	15,241	0.44013	0.5953	YES
ISDN - BRI	16	16	0.00%	5	5,312	0.16944	0.7377	YES
ISDN - BRI	40	40	0.00%	1	4,060	0.42277	0.5322	YES
ADSL to Retail	393	393	66.67%	3	79,075	0.24901	-1.6963	NO
ADSL to Retail	561	561	50.00%	8	15,241	0.15658	-1.5198	YES
R&B - Disp	25,377	25,377	25.00%	15	36,696	0.10233	1.9057	YES
R&B - Disp	25,377	25,377	25.00%	4	36,696	0.19812	-0.2775	YES
R&B (POTS) excl SB FT	25,051	25,051	0.00%	0	36,836			YES
R&B (POTS) excl SB FT	9,188	9,188	0.00%	0	21,728			YES
Design	522	522	0.00%	0	7,579			YES
Design	687	687	0.00%	0	3,801			YES
R&B	25,377	25,377	0.00%	0	36,696			YES
R&B	10,245	10,245	0.00%	0	21,017			YES
R&B (POTS)	25,105	25,105			36,814			YES
R&B (POTS)	10,043	10,043			21,138			YES

M&R-5	Switch Ports/Dispatch/KY(%)
B.3.3.5.1	24.89%
B.3.3.5.2	9.53%
B.3.3.5.2.1	0.00%

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	24.89%	16,287		0				YES
R&B (POTS)	9.53%	3,220		0				YES
DS1/DS3	0.00%	148	0.00%	0				YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.2.2	M&R-5 Local Interoffice Transport/Non-Dispatch/KY(%)	0.00%	100	0.00%	0				
B.3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/KY(%)	24.76%	16,436	13.12%	381		0.02237	5.2013	YES
B.3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/KY(%)	9.43%	3,320	1.49%	67		0.03606	2.2007	YES
B.3.5.4.1	M&R-5 Combo Other/Dispatch/KY(%)	24.05%	16,958	0.00%	15		0.11040	2.1783	YES
B.3.5.4.2	M&R-5 Combo Other/Non-Dispatch/KY(%)	24.05%	16,958	0.00%	5		0.18116	1.2580	YES
B.3.5.5.1	M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	51.40%	393	0.00%	2		0.35431	1.4507	YES
B.3.5.5.2	M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	3.39%	561	0.00%	1		0.18105	0.1871	YES
B.3.5.6.1	M&R-5 UNE ISDN/Dispatch/KY(%)	0.00%	16	0.00%	5		0.00000		YES
B.3.5.6.2	M&R-5 UNE ISDN/Non-Dispatch/KY(%)	0.00%	40	0.00%	1		0.00000		YES
B.3.5.7.1	M&R-5 Line Sharing/Dispatch/KY(%)	51.40%	393	0.00%	0		0.00000		YES
B.3.5.7.2	M&R-5 Line Sharing/Non-Dispatch/KY(%)	3.39%	561	0.00%	0		0.00000		YES
B.3.5.8.1	M&R-5 2W Analog Loop Design/Dispatch/KY(%)	24.76%	16,436	0.00%	15		0.11149	2.2205	YES
B.3.5.8.2	M&R-5 2W Analog Loop Design/Non-Dispatch/KY(%)	24.76%	16,436	0.00%	4		0.21583	1.1471	YES
B.3.5.9.1	M&R-5 2W Analog Loop Non-Design/Dispatch/KY(%)	24.86%	16,283	0.00%	0				YES
B.3.5.9.2	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	9.54%	3,218	0.00%	0				YES
B.3.5.10.1	M&R-5 Other Design/Dispatch/KY(%)	1.72%	522	0.00%	0				YES
B.3.5.10.2	M&R-5 Other Design/Non-Dispatch/KY(%)	0.59%	687	0.00%	0				YES
B.3.5.11.1	M&R-5 Other Non-Design/Dispatch/KY(%)	24.76%	16,436	0.00%	0				YES
B.3.5.11.2	M&R-5 Other Non-Design/Non-Dispatch/KY(%)	9.43%	3,320	0.00%	0				YES
B.3.5.12.1	M&R-5 LNP (Standalone)/Dispatch/KY(%)	24.85%	16,287	0.00%	0				YES
B.3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/KY(%)	9.53%	3,220	0.00%	0				YES

Unbundled Network Elements - Billing

Invoice Accuracy	BST - State	BST - Region
B-1 [KY(%)	98.67%	3.47
B-2 [Region/business days)	\$98,190,360	1
	99.65%	3.78
	\$1,264,854	1,535
	0.00010	-95.2661
		YES
		NO

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Benchmark /
Audit

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

C	Description	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/KY(%)			75.86%	29				Diagnostic
C.1.2	Reject Interval O-8 Local Interconnection Trunks/KY(%)	>= 85% w in 4 days		100.00%	22				YES
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/KY(%)	>= 95% w in 10 days		100.00%	31				YES
C.1.4	FOC & Reject Response Completeness	>= 95%		100.00%	21				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses)	>= 95%							
Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/KY(days)	Parity w Retail	20.56	20.83	12	8.336	2.89209	-0.0960	YES
C.2.2	Held Orders P-1 Local Interconnection Trunks/KY(days)	Parity w Retail	0.00	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	0.00%	14	0.00000			YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/KY(hours)	95% >= 48 hrs							
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	0.00%	18	0.00000			YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	0.00%	1,540	0.00000			YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/KY(hours)	Parity w Retail	348.48	1.78	18	314.604	95.73086	3.5172	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/KY(days)	Diagnostic		22.16	8				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours P-6 Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic		0.00%	12				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/KY(%)	Diagnostic							Diagnostic
C.2.11.1.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY(%)	>= 95%		100.00%	115				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY(%)	>= 95%		100.00%	59				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY(%)	>= 95%		100.00%	12				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY(%)	>= 95%		100.00%	20				YES
Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	0				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	0				YES
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	16,235	0.00000			YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.03%	0.00%	16,235	0.00014		1.9804	YES

**BellSouth Monthly State Summary
Kentucky, May 2002**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
C.3.3.1	Maintenance Average Duration										
C.3.3.2	M&R-3	Local Interconnection Trunks/Dispatch(KY)(hours)	0.00	0	0.00	0				YES	
	M&R-3	Local Interconnection Trunks/Non-Dispatch(KY)(hours)	0.10	25	0.00	0	0.038			YES	
C.3.4.1	% Repeat Troubles within 30 Days										
C.3.4.2	M&R-4	Local Interconnection Trunks/Dispatch(KY)(%)	0.00%	0	0.00%	0				YES	
	M&R-4	Local Interconnection Trunks/Non-Dispatch(KY)(%)	0.00%	25	0.00%	0				YES	
C.3.5.1	Out of Service > 24 hours										
C.3.5.2	M&R-5	Local Interconnection Trunks/Dispatch(KY)(%)	0.00%	0	0.00%	0				YES	
	M&R-5	Local Interconnection Trunks/Non-Dispatch(KY)(%)	0.00%	25	0.00%	0				YES	
C.4.1	Local Interconnection Trunks - Billing										
	B-1	KY(%)	98.67%	\$98,190,380	97.71%	\$396,349	0.00018	52.8581		NO	
C.4.2	Mean Time to Deliver Invoices - CABS										
	B-2	Region(calendar days)	4.96	1	4.92	7,595				YES	
C.5.1	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
	TCP-1	KY								YES	
			>0.5% diff 2 consec. Hrs								

BellSouth Monthly State Summary Kentucky, May 2002

Operations Support Systems - Pre-Ordering

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Interface Availability - CLEC									
D.1.1.1	>= 99.5%			99.64%					YES
D.1.1.2	>= 99.5%			99.85%					YES
D.1.1.3	>= 99.5%			100.00%					YES
D.1.1.4	>= 99.5%			100.00%					YES
D.1.1.5	>= 99.5%			99.99%					YES
D.1.1.6	>= 99.5%			100.00%					YES
D.1.1.7	>= 99.5%			100.00%					YES
D.1.1.8	>= 99.5%			100.00%					YES
D.1.1.9	>= 99.5%			100.00%					YES
D.1.1.10	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC									
D.1.2.1	>= 99.5%			100.00%					YES
D.1.2.2	>= 99.5%			100.00%					YES
D.1.2.3	>= 99.5%			99.96%					YES
D.1.2.4	>= 99.5%			100.00%					YES
D.1.2.5	>= 99.5%			100.00%					YES
D.1.2.6	>= 99.5%			100.00%					YES
D.1.2.7	>= 99.5%			100.00%					YES
D.1.2.8	>= 99.5%			99.99%					YES

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	RNS - RSAG, by TN + 2 sec	2.87	1,710,355	1.20	405,644				YES
D.1.3.1.2	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.20	405,644				YES
D.1.3.2.1	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	1.10	227,755				YES
D.1.3.2.2	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	1.10	227,755				YES
D.1.3.3.1	RNS - ATLAS + 2 sec	2.95	878,134	0.88	79,193				YES
D.1.3.3.2	ROS - ATLAS + 2 sec	2.60	303,957	0.88	79,193				YES
D.1.3.4.1	RNS - DSAP + 2 sec	2.71	1,570,800	0.53	796				YES
D.1.3.4.2	ROS - DSAP + 2 sec	2.57	320,525	0.53	796				YES
D.1.3.5.1	RNS - CRSACTS + 2 sec	3.21	4,906,306	2.12	1,444,660				YES
D.1.3.5.2	ROS - CRSACTS + 2 sec	2.87	594,420	2.12	1,444,660				YES
D.1.3.6.1	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.63	62,923				YES
D.1.3.6.2	ROS - OASISBIG + 2 sec	7.28	5,455	0.63	62,923				YES
D.1.3.7.1	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.04	127,477				YES
D.1.3.7.2	ROS - OASISBIG + 2 sec	7.28	5,455	0.04	127,477				YES

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	2.87	1,710,355	1.60	391,221				YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	2.94	10,551	1.60	391,221				YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	2.99	4,727,745	3.05	98,992				NO
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	4.77	852,928	3.05	98,992				YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region (seconds)								Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region (seconds)								Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region (seconds)								Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region (seconds)								Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)	2.95	878,134	1.76	162				YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	2.60	303,957	1.76	162				YES
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	2.71	1,570,800	1.86	18,664				YES
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	2.57	320,525	1.74	257,461				YES
D.1.4.7.1	OSS-1 TAG/Region (seconds)	3.21	4,906,306	2.51	429,742				YES
D.1.4.7.2	OSS-1 TAG/Region (seconds)	2.87	594,420	2.51	429,742				YES
D.1.4.9.1	OSS-1 CRSECSRL/Region (seconds)	<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>							
D.1.4.9.2	OSS-1 CRSECSRL/Region (seconds)	<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>							

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

Operations Support Systems - Maintenance and Repair

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Interface Availability - BST								
D.2.1	>= 99.5%							YES
% Interface Availability - CLEC								
D.2.2.1	>= 99.5%		100.00%					YES
D.2.2.2	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC								
D.2.3.1	>= 99.5%		99.96%					YES
D.2.3.2	>= 99.5%		99.91%					YES
D.2.3.3	>= 99.5%		100.00%					YES
D.2.3.4	>= 99.5%		100.00%					YES
D.2.3.5	>= 99.5%		100.00%					YES
D.2.3.6	>= 99.5%		100.00%					YES
D.2.3.7	>= 99.5%		100.00%					YES
Average Response Interval <= 4 Seconds								
D.2.4.1	Parity w Retail	1,531,566	94.99%	115,940		0.00066	2.0340	NO
D.2.4.2	Parity w Retail	44,805	4.59%	959		0.00571	-2.4960	YES
D.2.4.3	Parity w Retail	32,864	3.36%	33,013		0.00153	4.3691	NO
D.2.4.4	Parity w Retail	1,531,539	99.60%	118,455		0.00019	0.3902	YES
D.2.4.5	Parity w Retail	1,134,176	66.19%	68,372		0.00162	76.0102	NO
D.2.4.6	Parity w Retail	99,689	109.144	6,261		0.00073	6.8108	NO
D.2.4.7	Parity w Retail	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.4.8	Parity w Retail	6,631	24.50%	151		0.03814	1.7642	NO
D.2.4.9	Parity w Retail	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.4.10	Parity w Retail	213,326	99.88%	17,941		0.00030	-0.8960	YES
D.2.4.11	Parity w Retail	62,771	83.00%	4,329		0.00576	1.7539	NO
Average Response Interval <= 10 Seconds								
D.2.5.1	Parity w Retail	1,531,566	99.46%	115,940		0.00030	-13.8678	YES
D.2.5.2	Parity w Retail	44,805	85.30%	959		0.01325	-4.6024	YES
D.2.5.3	Parity w Retail	32,864	88.18%	33,013		0.00330	-34.9786	YES
D.2.5.4	Parity w Retail	1,531,539	99.84%	118,455		0.00014	-3.4019	YES
D.2.5.5	Parity w Retail	1,134,176	80.25%	68,372		0.00118	83.0395	NO
D.2.5.6	Parity w Retail	99,689	109.144	6,261		0.00057	3.1191	NO
D.2.5.7	Parity w Retail	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.5.8	Parity w Retail	6,631	97.35%	151		0.00439	-13.1884	YES
D.2.5.9	Parity w Retail	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.5.10	Parity w Retail	213,326	100.00%	17,941		0.00011	-1.8266	YES
D.2.5.11	Parity w Retail	62,771	99.21%	4,329		0.00123	1.3876	YES
Average Response Interval > 10 Seconds								
D.2.6.1	Parity w Retail	1,531,566	0.54%	115,940		0.00030	13.8678	YES
D.2.6.2	Parity w Retail	44,805	14.70%	959		0.01325	4.6024	YES
D.2.6.3	Parity w Retail	32,864	11.82%	33,013		0.00330	34.9788	YES
D.2.6.4	Parity w Retail	1,531,539	0.16%	118,455		0.00014	3.4019	YES
D.2.6.5	Parity w Retail	1,134,176	19.75%	68,372		0.00118	-83.0395	NO
D.2.6.6	Parity w Retail	99,689	0.37%	6,261		0.00057	-3.1191	NO
D.2.6.7	Parity w Retail	7,267	68.31%	628		0.01868	1.9499	YES
D.2.6.8	Parity w Retail	6,631	2.65%	151		0.01204	-0.3841	YES
D.2.6.9	Parity w Retail	68,436	80.39%	6,793		0.00439	13.1884	YES
D.2.6.10	Parity w Retail	213,326	0.00%	17,941		0.00011	1.8266	YES
D.2.6.11	Parity w Retail	62,771	0.79%	4,329		0.00123	-1.3876	YES

BellSouth Monthly State Summary Kentucky, May 2002

	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	Virtual/KY (calendar days)								
E 1.1.2	Physical Caged/KY (calendar days)				1				YES
E 1.1.3	Physical Cageless/KY (calendar days)			14	2				YES
Average Arrangement Time									
E 1.2.1	Virtual Ordinary/KY (calendar days)								
E 1.2.2	Virtual-Extraordinary/KY (calendar days)								
E 1.2.3	Physical Caged/KY (calendar days)								
E 1.2.4	Physical Cageless/KY (calendar days)								
E 1.2.5	Physical Cageless-Extraordinary/KY (calendar days)								
% Due Dates Missed									
E 1.3.1	Virtual/KY (%)								
E 1.3.2	Physical/KY (%)								

BellSouth Monthly State Summary Kentucky, May 2002

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScores	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1	Diagnostic			84.50%	371,918				Diagnostic
F.1.1.2	>= 95%			84.50%	371,918				Diagnostic
F.1.1.3	>= 90%			86.74%	190,895				NO
F.1.1.4	>= 85%			69.54%	5,979				NO
F.1.1.5				82.57%	175,044				NO
% Flow Through Service Requests - Achieved									
F.1.2.1	Diagnostic			76.58%	410,373				Diagnostic
F.1.2.2	>= 95%			76.58%	410,373				Diagnostic
F.1.2.3	>= 90%			79.88%	207,309				Diagnostic
F.1.2.4	>= 85%			51.58%	8,061				Diagnostic
F.1.2.5				74.12%	195,003				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	>= 85%			89.75%	10,881				YES
F.1.3.2	>= 85%			89.75%	10,881				YES
F.1.3.3	Diagnostic								Diagnostic
F.1.3.4	Diagnostic								Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1	>= 95% w in 3 bus days			0.00%	1				NO
Loop Makeup Inquiry (Electronic)									
F.2.2	>= 95% w in 1 min			100.00%	601				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	>= 95% w in 5 bus days			100.00%	3				YES
F.3.1.2	>= 95% w in 5 bus days			100.00%	1				YES
General - Ordering									
Average Speed of Answer									
F.4.1	Parity w Retail	194.86	6,278,471	35.16	35,479				YES
General - Maintenance Center									
Average Answer Time									
F.5.1	Parity w Retail	64.68	1,522,154	25.99	88,118				YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	PBD			6.00					PBD
% Answered in 10 seconds									
F.6.2	PBD			76.80%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	PBD			5.06					PBD

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	% Answered in 12 seconds			87.90%					PBD
General - E911									
F.8.1	Mean Interval			0.39	1,909				PBD
F.8.2	% Accuracy			96.98%	102,863				PBD
F.8.3	% Timeliness			100.00%	1,909				PBD
General - Billing									
F.9.1	Usage Data Delivery Accuracy	Parity w Retail	3,810	100.00%	24,397		0.00372	-12.8574	YES
F.9.2	Usage Data Delivery Timeliness	Parity w Retail	28,227	97.64%	492,390,383		0.00131	-20.7307	YES
F.9.3	Usage Data Delivery Completeness	Parity w Retail	28,227	99.95%	492,390,383		0.00098	-27.9433	YES
F.9.4	Mean Time to Deliver Usage	Parity w Retail	4.34	2.52	492,390,383				YES
Recurring Charge Completeness									
F.9.5.1	Retail(KY)(%)	Parity w Retail	87.84%	\$2,906,684	\$119,180		0.00277	29.2935	NO
F.9.5.2	UNE(KY)(%)	>= 90%		98.48%	\$71,063				YES
F.9.5.3	Interconnection(KY)(%)	>= 90%		99.19%	\$1,980				YES
Non-Recurring Charge Completeness									
F.9.6.1	Retail(KY)(%)	Parity w Retail	87.21%	\$4,144,433	\$129,235		0.00264	-41.3229	YES
F.9.6.2	UNE(KY)(%)	>= 90%		98.75%	\$100,430				YES
F.9.6.3	Interconnection(KY)(%)	>= 90%		96.64%	\$58,655				YES
General - Change Management									
F.10.1	% Software Release Notices Sent On Time	>= 95% w in 30 days		100.00%	1				YES
F.10.2	Average Software Release Notice Delay Days	>= 22 days prior to release							
F.10.3	% Change Management Documentation Sent On Time	>= 95% w in 30 days							
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time	>= 95% w in 5 days							
F.10.5	Average Documentation Release Delay Days	>= 22 days prior to release							
F.10.6	% CLEC Interface Outages Sent within 15 Minutes	>= 97% w in 15 min							
General - New Business Requests									
F.11.1	% New Business Requests Processed within 30 Business Days	>= 90% w in 30 bus days		100.00%	3				YES
% Quotes Provided within X Business Days									

BellSouth Monthly State Summary Kentucky, May 2002

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore
F.11.2.1								
F.11.2.2								
F.11.2.3								
General - Ordering								
Acknowledgement Message Timeliness								
F.12.1.1								
F.12.1.2								
Acknowledgement Message Completeness								
F.12.2.1								
F.12.2.2								
General - Database Updates								
Average Database Update Interval								
F.13.1.1								
F.13.1.2								
F.13.1.3								
% Update Accuracy								
F.13.2.1								
F.13.2.2								
F.13.2.3								
% NXXs / LRNs Loaded by LERG Effective Date								
F.13.3								
General - Network Outage Notification								
Mean Time to Notify CLEC of Major Network Outages								
F.14.1								