

BellSouth Monthly State Summary

Kentucky, May 2003

Benchmark/
Analog

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

Resale - Ordering

% Rejected Service Requests - Mechanized

A.1.1.1	O-7	Residence/KY (%)	Diagnostic
A.1.1.2	O-7	Business/KY (%)	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

		10.49%	4,880					Diagnostic
		6.83%	322					Diagnostic
								Diagnostic
								Diagnostic
								Diagnostic
								Diagnostic

% Rejected Service Requests - Partially Mechanized

A.1.2.1	O-7	Residence/KY (%)	Diagnostic
A.1.2.2	O-7	Business/KY (%)	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

		36.45%	524					Diagnostic
		51.43%	140					Diagnostic
								Diagnostic
								Diagnostic
								Diagnostic
								Diagnostic

% Rejected Service Requests - Non-Mechanized

A.1.3.1	O-7	Residence/KY (%)	Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic

		31.82%	44					Diagnostic
		54.55%	33					Diagnostic
		34.29%	35					Diagnostic
		0.00%	2					Diagnostic
		71.43%	7					Diagnostic
		0.00%	2					Diagnostic

Reject Interval - Mechanized

A.1.4.1	O-8	Residence/KY (%)	>= 97% w/in 1 hr
A.1.4.2	O-8	Business/KY (%)	>= 97% w/in 1 hr
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

		99.80%	512					YES
		100.00%	22					YES

Reject Interval - Partially Mechanized

A.1.7.1	O-8	Residence/KY (%)	>= 85% w/in 10 hrs
A.1.7.2	O-8	Business/KY (%)	>= 85% w/in 10 hrs
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

		92.23%	193					YES
		97.22%	72					YES

Reject Interval - Non-Mechanized

A.1.8.1	O-8	Residence/KY (%)	>= 85% w/in 24 hrs
A.1.8.2	O-8	Business/KY (%)	>= 85% w/in 24 hrs
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w/in 24 hrs
A.1.8.4	O-8	PBX/KY (%)	>= 85% w/in 24 hrs
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w/in 24 hrs
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w/in 24 hrs

		92.86%	14					YES
		100.00%	19					YES
		100.00%	12					YES

FOC Timeliness - Mechanized

A.1.9.1	O-9	Residence/KY (%)	>= 95% w/in 3 hrs
A.1.9.2	O-9	Business/KY (%)	>= 95% w/in 3 hrs
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

		99.95%	4,363					YES
		100.00%	299					YES

FOC Timeliness - Partially Mechanized

A.1.12.1	O-9	Residence/KY (%)	>= 85% w/in 10 hrs
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		97.64%	382					YES
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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.122	>= 85% w/in 10 hrs			97.59%	83				YES
A.1.123	>= 85% w/in 10 hrs								
A.1.124	>= 85% w/in 10 hrs								
A.1.125	>= 85% w/in 10 hrs								
A.1.126	>= 85% w/in 10 hrs								

FOC Timeliness - Non-Mechanized

A.1.131	>= 85% w/in 36 hrs			100.00%	28				YES
A.1.132	>= 85% w/in 36 hrs			100.00%	14				YES
A.1.133	>= 85% w/in 36 hrs			100.00%	24				YES
A.1.134	>= 85% w/in 36 hrs			100.00%	2				YES
A.1.135	>= 85% w/in 36 hrs			100.00%	2				YES

FOC & Reject Response Completeness - Mechanized

A.1.141.1	>= 95%			100.00%	75				YES
A.1.141.2	>= 95%			99.90%	4,805				YES
A.1.142.1	>= 95%								
A.1.142.2	>= 95%			99.69%	322				YES
A.1.143.1	>= 95%								
A.1.143.2	>= 95%								
A.1.144.1	>= 95%								
A.1.144.2	>= 95%								
A.1.145.1	>= 95%								
A.1.145.2	>= 95%								
A.1.146.1	>= 95%								
A.1.146.2	>= 95%								

FOC & Reject Response Completeness - Partially Mechanized

A.1.151.1	>= 95%			100.00%	12				YES
A.1.151.2	>= 95%			100.00%	512				YES
A.1.152.1	>= 95%								
A.1.152.2	>= 95%			100.00%	140				YES
A.1.153.1	>= 95%								
A.1.153.2	>= 95%								
A.1.154.1	>= 95%								
A.1.154.2	>= 95%								
A.1.155.1	>= 95%								
A.1.155.2	>= 95%								
A.1.156.1	>= 95%								
A.1.156.2	>= 95%								

FOC & Reject Response Completeness - Non-Mechanized

A.1.161.1	>= 95%			96.45%	44				YES
A.1.162	>= 95%			93.94%	33				NO
A.1.163	>= 95%			100.00%	35				YES
A.1.164	>= 95%			100.00%	2				YES
A.1.165	>= 95%			100.00%	7				YES
A.1.166	>= 95%			100.00%	2				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.171.1	>= 95%			100.00%	75				YES
A.1.171.2	>= 95%			99.92%	4,800				YES
A.1.172.1	>= 95%								
A.1.172.2	>= 95%			100.00%	321				YES
A.1.173.1	>= 95%								
A.1.173.2	>= 95%								
A.1.174.1	>= 95%								
A.1.174.2	>= 95%								
A.1.175.1	>= 95%								
A.1.175.2	>= 95%								

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A.1.17.6.1	O-11	ISDN/EDI/KY (%)	>= 95%
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	>= 95%

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

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

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

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

Resale - Provisioning

Order Completion Interval

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

Hold Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/radically/KY (days)	Res
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res

Benchmark/
Analog

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

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

		75.00%	12				NO
		88.28%	512				NO
		80.71%	140				NO

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

		95.24%	42				YES
		96.77%	31				YES
		88.57%	35				NO
		100.00%	2				YES
		100.00%	7				YES
		100.00%	2				YES

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

6.86	3,778	5.63	142	7,470	0.63856	1.9247	YES
0.87	107,534	0.50	2,975	0.943	0.01752	20.6144	YES
5.83	12			1,749			
7.57	1,339	1.00	43	19,800	3.06758	2.1419	YES
1.79	5,917	0.46	174	6,964	0.53567	2.4842	YES
8.82	17			13,380			
1.00	1			0.000			
20.14	442	2.33	3	19,691	11.40734	1.5611	YES
8.41	82	3.00	2	7,845	5.61440	0.9630	YES
26.45	62			16,133			
7.67	9	2.00	1	6,285	6.62487	0.8554	YES
5.11	21	1.78	3	8,681	5.35601	0.6221	YES
73.33	3			53,013			
12.75	4			14,751			
4.08	87	3.00	1	4,111	4.13496	0.2604	YES
1.75	226	1.00	1	2,128	2.13313	0.3506	YES
6.64	22			7,048			
3.37	17			3,426			
21.10	42			20,361			
4.07	54			6,805			
1.33	4			0.816			

Res
Res
Res
Res
Res

32.65	62	0.00	0	72,208			YES
0.00	0	0.00	0				YES
3.46	13	0.00	0	3,282			YES
0.00	0						
0.00	0						

Bellsouth Monthly State Summary Kentucky, May 2003

A.2.8.6

P-2	ISDN/KY (hours)	Benchmark/ Analog
% Jeopardy Notice >= 48 hours - Mechanized		
P-2	Residence/KY (%)	95% >= 48 hrs
P-2	Business/KY (%)	95% >= 48 hrs
P-2	Design (Specials)/KY (%)	95% >= 48 hrs
P-2	PBX/KY (%)	95% >= 48 hrs
P-2	Centrex/KY (%)	95% >= 48 hrs
P-2	ISDN/KY (%)	95% >= 48 hrs

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

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

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

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

100.00%	12						YES
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100.00%	1						Diagnostic
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12.14%	4,431	9.62%	156		0.02861	0.9495	YES
0.02%	116,264	0.06%	3,241		0.00026	-1.5398	YES
7.14%	14						
4.32%	1,482	0.00%	50		0.02923	1.4775	YES
0.07%	6,085	0.00%	305		0.00150	0.4371	YES
9.09%	22	0.00%	1		0.29394	0.3093	YES
0.00%	1						
3.81%	472	0.00%	5		0.08610	0.4429	YES
3.65%	82	0.00%	4		0.09813	0.3806	YES
5.33%	75						
8.33%	12	0.00%	1		0.28767	0.2897	YES
0.00%	21	0.00%	3				YES
0.00%	4						
0.00%	88	0.00%	1				YES
0.44%	228	0.00%	1		0.06623	0.0662	YES
9.09%	22						
0.00%	17						
2.27%	44						
1.82%	35						
0.00%	4						

12.10%	4,729	10.80%	176		0.02503	0.5194	YES
4.23%	116,612	4.39%	3,532		0.00344	-0.4500	YES
21.43%	14	0.00%	1		0.42473	0.5045	YES
9.72%	1,770	19.05%	21		0.06502	-1.4350	YES
6.56%	6,907	4.00%	125		0.02234	1.1482	YES
6.25%	32						
6.36%	535	7.41%	54		0.03483	-0.3021	YES
2.20%	91	8.57%	105		0.02100	-3.0353	NO
0.00%	65						
0.00%	1						
11.11%	18						
2.78%	36	0.00%	2		0.11939	0.2327	YES
0.00%	2						
0.00%	2	100.00%	1				NO

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A.2.25.3.1.1	P-11	Design (Specials)<=10 circuits/Dispatch/KY (%)
A.2.25.3.1.2	P-11	Design (Specials)<=10 circuits/Non-Dispatch/KY (%)
A.2.25.3.2.1	P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)
A.2.25.3.2.2	P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)

Benchmark Analog
 >= 95%
 >= 93%
 >= 95%
 >= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
		100.00%	42				YES
		96.30%	54				YES
		100.00%	8				YES

Resale - Maintenance and Repair

Missed Repair Appointments		
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)

Res 11.76%
 Res 1.90%
 Bus 9.77%
 Design 0.21%
 Design 0.17%
 PBX 0.00%
 PBX 8.06%
 Centrex 18.26%
 Centrex 1.49%
 ISDN 5.71%
 ISDN 0.00%

11.76%	22,936	6.14%	440	0.01541	0.01541	3.6289	YES
1.90%	8,296	0.00%	45	0.02043	0.02043	0.9322	YES
9.77%	3,000	8.57%	70	0.03389	0.03389	0.3330	YES
0.21%	1,028	0.00%	16	0.02920	0.02920	0.4664	YES
0.17%	481	0.00%	11	0.01389	0.01389	0.1497	YES
0.00%	589	0.00%	17	0.01013	0.01013	0.1676	YES
0.00%	60	0.00%	11				YES
8.06%	62	0.00%	0				YES
18.26%	219	0.00%	0				YES
1.49%	269	0.00%	0				YES
5.71%	35	0.00%	1	0.23541	0.23541	0.2427	YES
0.00%	29	0.00%	4				YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)

Res 3.03%
 Res 1.10%
 Bus 1.52%
 Bus 0.52%
 Design 0.42%
 Design 0.52%
 PBX 0.18%
 PBX 0.19%
 Centrex 0.40%
 Centrex 0.49%
 ISDN 0.27%
 ISDN 0.23%

3.03%	755,936	3.37%	13,052	0.00154	0.00154	-2.1915	NO
1.10%	755,936	0.34%	13,052	0.00092	0.00092	8.1383	YES
1.52%	196,873	1.90%	3,691	0.00205	0.00205	-1.8172	NO
0.52%	196,873	0.43%	3,691	0.00120	0.00120	0.7387	YES
0.42%	114,110	1.08%	1,019	0.00204	0.00204	-3.2207	NO
0.52%	114,110	1.67%	1,019	0.00226	0.00226	-5.0964	NO
0.18%	33,367	1.65%	667	0.00166	0.00166	-8.8608	NO
0.19%	33,367	0.00%	667	0.00169	0.00169	1.1023	YES
0.40%	55,305	0.00%	236	0.00410	0.00410	0.9647	YES
0.49%	55,305	0.00%	236	0.00465	0.00465	1.0691	YES
0.27%	12,761	0.59%	169	0.00406	0.00406	-0.7828	YES
0.23%	12,761	2.37%	169	0.00369	0.00369	-5.7965	NO

Maintenance Average Duration

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

Res 32.20
 Res 15.08
 Bus 11.10
 Bus 2.91
 Design 4.74
 Design 5.10
 PBX 1.79
 PBX 8.43
 Centrex 11.91
 Centrex 1.51
 ISDN 7.79
 ISDN 1.97

32.20	22,936	28.05	440	40.605	1.95426	2.1197	YES
15.08	8,296	8.04	45	27.507	4.11154	1.7107	YES
11.10	3,000	9.63	70	15.970	1.93089	0.7608	YES
2.91	1,028	6.44	16	7.425	1.87066	-1.8833	NO
4.74	481	4.32	11	4.016	1.22453	0.3444	YES
5.10	589	1.70	17	2.744	0.67510	0.1345	YES
1.79	60	5.62	11	3.745	1.22839	-0.4253	YES
8.43	62	0.00	0	21.365			YES
11.91	219	0.00	0	21.112			YES
1.51	269	0.00	0	4.335			YES
7.79	35	9.98	1	9.056	9.18490	-0.2387	YES
1.97	29	2.87	4	2.701	1.44053	-0.6241	YES

% Repeat Troubles within 30 Days

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

Res 19.58%
 Res 17.85%
 Bus 16.70%
 Bus 15.27%
 Design 20.79%
 Design 15.11%
 PBX 11.67%
 PBX 14.52%
 Centrex 11.51%
 Centrex 8.92%

19.58%	22,936	12.05%	440	0.01910	0.01910	3.9455	YES
17.85%	8,296	13.33%	45	0.05124	0.05124	0.7894	YES
16.70%	3,000	8.57%	70	0.04510	0.04510	1.8025	YES
15.27%	1,028	18.75%	16	0.09063	0.09063	-0.3837	YES
20.79%	481	36.36%	11	0.12375	0.12375	-1.2565	YES
15.11%	589	23.53%	17	0.08811	0.08811	-0.9555	YES
11.67%	60	9.09%	11	0.10529	0.10529	0.2446	YES
14.52%	62	0.00%	0				YES
11.51%	219	0.00%	0				YES
8.92%	269	0.00%	0				YES

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Account	ISDN/Dispatch/KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1	ISDN/Dispatch/KY (%)	ISDN	2.86%	35	0.00%	1		0.16896	0.1691	YES
A.3.4.6.2	ISDN/Non-Dispatch/KY (%)	ISDN	10.34%	29	0.00%	4		0.16243	0.6369	YES
Out of Service > 24 hours										
M&R-5	Residence/Dispatch/KY (%)	Res	14.52%	15,198	11.62%	327		0.01969	1.4731	YES
A.3.5.1.1	Residence/Non-Dispatch/KY (%)	Res	7.31%	2,367	0.00%	23		0.06454	1.3402	YES
A.3.5.1.2	Business/Dispatch/KY (%)	Bus	6.21%	1,837	8.33%	36		0.04060	-0.5240	YES
A.3.5.2.1	Business/Non-Dispatch/KY (%)	Bus	1.99%	402	0.00%	16		0.03560	0.5590	YES
A.3.5.2.2	Design (Specials)/Dispatch/KY (%)	Design	0.21%	481	0.00%	11		0.01389	0.1497	YES
A.3.5.3.1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.17%	589	0.00%	17		0.01013	0.1676	YES
A.3.5.4.1	PBX/Dispatch/KY (%)	PBX	0.00%	54	0.00%	10				YES
A.3.5.4.2	PBX/Non-Dispatch/KY (%)	PBX	8.62%	58	0.00%	0				YES
A.3.5.5.1	Centrex/Dispatch/KY (%)	Centrex	8.70%	138	0.00%	0				YES
A.3.5.5.2	Centrex/Non-Dispatch/KY (%)	Centrex	1.59%	53	0.00%	0				YES
A.3.5.6.1	ISDN/Dispatch/KY (%)	ISDN	5.71%	35	0.00%	1		0.23541	0.2427	YES
A.3.5.6.2	ISDN/Non-Dispatch/KY (%)	ISDN	0.00%	29	0.00%	4				YES

Resale - Billing

Invoice Accuracy		BST - State	Mean Time to Deliver Invoices - CRIS		BST - Region
B-1	KY (%)		B-2	Region (business days)	
98.61%	\$97,384,607	99.45%	3.65	1	3.17
	\$972,318			1,940	
	0.00012				
	-70.1294				
	YES				YES

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B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w/in 3 hrs
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w/in 3 hrs
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w/in 3 hrs
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 95% w/in 3 hrs
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w/in 3 hrs
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.12	O-15	2W Analog Loop w/INP Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.13	O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w/in 3 hrs
B.1.9.15	O-9	INP Standalone/KY (%)	>= 95% w/in 3 hrs
B.1.9.16	O-9	INP Standalone/KY (%)	>= 95% w/in 3 hrs
B.1.9.17	O-15	LNP Standalone/KY (%)	>= 95% w/in 3 hrs

Benchmark
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		99.94%	20,655				YES
		93.33%	15				NO
		100.00%	34				YES
		97.75%	89				YES
		100.00%	21				YES
		100.00%	17				YES
		100.00%	29				YES
		99.84%	1,912				YES
		100.00%	539				YES

B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w/in 10 hrs
B.1.12.2	O-9	Local Interface Transport/KY (%)	>= 85% w/in 10 hrs
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w/in 10 hrs
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w/in 10 hrs
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w/in 10 hrs
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w/in 10 hrs
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w/in 10 hrs
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.12	O-15	2W Analog Loop w/INP Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.13	O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w/in 10 hrs
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w/in 10 hrs
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w/in 10 hrs

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w/in 36 hrs
B.1.13.2	O-9	Local Interface Transport/KY (%)	>= 85% w/in 36 hrs
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w/in 36 hrs
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w/in 36 hrs
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w/in 36 hrs
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w/in 36 hrs
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w/in 36 hrs
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.12	O-15	2W Analog Loop w/INP Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.13	O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w/in 36 hrs
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w/in 36 hrs
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w/in 36 hrs

FOC & Reject Response Completeness - Mechanized

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		99.11%	112				YES
		97.83%	46				YES
		100.00%	6				YES
		100.00%	8				YES
		100.00%	4				YES
		100.00%	6				YES
		100.00%	1				YES
		100.00%	24				YES
		93.22%	59				YES
		100.00%	8				YES
		100.00%	108				YES

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B.1.15.16.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.15.17.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.15.17.2	O-11	INP Standalone/TAG/KY (%)	>= 95%

FQC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%
B.1.16.2	O-11	Local Interface Transport/KY (%)	>= 95%
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%
B.1.16.5	O-11	xDSL (ADSL, HDSL, and UCL)/KY (%)	>= 95%
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%
B.1.16.14	O-11	Other Design/KY (%)	>= 95%
B.1.16.15	O-11	INP Standalone/KY (%)	>= 95%
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%
B.1.16.17	O-11	INP Standalone/KY (%)	>= 95%

FQC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%
B.1.17.2.1	O-11	Local Interface Transport/EDI/KY (%)	>= 95%
B.1.17.2.2	O-11	Local Interface Transport/TAG/KY (%)	>= 95%
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%
B.1.17.5.1	O-11	xDSL (ADSL, HDSL, and UCL)/EDI/KY (%)	>= 95%
B.1.17.5.2	O-11	xDSL (ADSL, HDSL, and UCL)/TAG/KY (%)	>= 95%
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.17.10.2	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.17.12.2	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%
B.1.17.17.1	O-11	INP Standalone/EDI/KY (%)	>= 95%
B.1.17.17.2	O-11	INP Standalone/TAG/KY (%)	>= 95%

Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
		100.00%	80				YES
		100.00%	347				YES
		100.00%	17				YES

		99.03%	206				YES
		96.19%	105				YES
		100.00%	6				YES
		100.00%	17				YES
		100.00%	9				YES
		100.00%	7				YES
		100.00%	2				YES
		96.88%	32				YES
		98.78%	82				YES
		80.00%	10				NO
		95.83%	144				YES

		100.00%	53				YES
		100.00%	20				YES
		100.00%	33				YES
		100.00%	5				YES
		100.00%	86				YES
		100.00%	3				YES
		100.00%	53				YES
		100.00%	20				YES
		100.00%	13				YES
		100.00%	18				YES
		100.00%	1,867				YES
		100.00%	292				YES
		100.00%	540				YES
		100.00%	22				YES

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Item	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized	Benchmark/Analog
B.1.18.1.1	Switch Ports/EDI/KY (%)	>= 95%
B.1.18.1.2	Switch Ports/TAG/KY (%)	>= 95%
B.1.18.2.1	Local Interoffice Transport/EDI/KY (%)	>= 95%
B.1.18.2.2	Local Interoffice Transport/TAG/KY (%)	>= 95%
B.1.18.3.1	Loop + Port Combinations/EDI/KY (%)	>= 95%
B.1.18.3.2	Loop + Port Combinations/TAG/KY (%)	>= 95%
B.1.18.4.1	Combo Other/EDI/KY (%)	>= 95%
B.1.18.4.2	Combo Other/TAG/KY (%)	>= 95%
B.1.18.5.1	XDSL (ADSL, HDSL, and UCL)/EDI/KY (%)	>= 95%
B.1.18.5.2	XDSL (ADSL, HDSL, and UCL)/TAG/KY (%)	>= 95%
B.1.18.6.1	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%
B.1.18.6.2	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%
B.1.18.7.1	Line Sharing/EDI/KY (%)	>= 95%
B.1.18.7.2	Line Sharing/TAG/KY (%)	>= 95%
B.1.18.8.1	2W Analog Loop Design/EDI/KY (%)	>= 95%
B.1.18.8.2	2W Analog Loop Design/TAG/KY (%)	>= 95%
B.1.18.9.1	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%
B.1.18.9.2	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%
B.1.18.10.1	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%
B.1.18.10.2	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%
B.1.18.11.1	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%
B.1.18.11.2	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%
B.1.18.12.1	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%
B.1.18.12.2	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%
B.1.18.13.1	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%
B.1.18.13.2	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%
B.1.18.14.1	Other Design/EDI/KY (%)	>= 95%
B.1.18.14.2	Other Design/TAG/KY (%)	>= 95%
B.1.18.15.1	Other Non-Design/EDI/KY (%)	>= 95%
B.1.18.15.2	Other Non-Design/TAG/KY (%)	>= 95%
B.1.18.16.1	INP Standalone/EDI/KY (%)	>= 95%
B.1.18.16.2	INP Standalone/TAG/KY (%)	>= 95%
B.1.18.17.1	LNP Standalone/EDI/KY (%)	>= 95%
B.1.18.17.2	LNP Standalone/TAG/KY (%)	>= 95%

Item	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	Switch Ports/KY (%)	>= 95%								
B.1.19.2	Local Interoffice Transport/KY (%)	>= 95%								
B.1.19.3	Loop + Port Combinations/KY (%)	>= 95%								
B.1.19.4	Combo Other/KY (%)	>= 95%								
B.1.19.5	XDSL (ADSL, HDSL, and UCL)/KY (%)	>= 95%								
B.1.19.6	ISDN Loop (UDN, UDC)/KY (%)	>= 95%								
B.1.19.7	Line Sharing/KY (%)	>= 95%								
B.1.19.8	2W Analog Loop Design/KY (%)	>= 95%								
B.1.19.9	2W Analog Loop Non-Design/KY (%)	>= 95%								
B.1.19.10	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.19.11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.19.12	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.13	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.19.14	Other Design/KY (%)	>= 95%								
B.1.19.15	Other Non-Design/KY (%)	>= 95%								
B.1.19.16	INP Standalone/KY (%)	>= 95%								
B.1.19.17	LNP Standalone/KY (%)	>= 95%								

Order Completion Interval	R&E (FOTS)	7.04	5.117	11.993
P-4 Switch Ports<=10 arrivals/Dispatch/KY (days)				

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Benchmark/Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B2.1.1.1.2	R&B (POTS)	0.91	113,851		1.848			
B2.1.1.2.1	R&B (POTS)	7.59	29		10.284			
B2.1.1.2.2	R&B (POTS)	1.00	1		0.000			
B2.2.1.1	DS1/DS3	16.34	259		8.177			
B2.2.1.2	DS1/DS3	12.00	1		0.000			
B2.1.2.2.1	DS1/DS3							
B2.1.2.2.2	DS1/DS3							
B2.1.3.1	R&B	6.99	5,201	4.74	320	11.914	0.68620	3.2706
B2.1.3.1.2	R&B	0.92	113,742	0.45	8,954	1.851	0.02032	22.8426
B2.1.3.1.3	R&B	0.62	83,869	0.34	8,194	0.507	0.00586	48.1834
B2.1.3.1.4	R&B	1.75	29,873	1.71	760	3.374	0.12393	0.3859
B2.1.3.2.1	R&B	7.06	50	2.50	4	9.013	4.68350	0.9736
B2.1.3.2.2	R&B	2.32	21	6.00	1	2.752	2.81647	-1.3075
B2.1.3.2.3	R&B	0.33	2			0.000		
B2.1.3.2.4	R&B	2.53	19	6.00	1	2.816	2.88915	-1.2023
B2.1.4.1	R&B&D - Disp	8.12	5,697	11.20	15	13.276	3.43226	-0.6974
B2.1.4.1.4	R&B&D - Disp	8.12	5,697			13.276		
B2.1.4.2.1	R&B&D - Disp	18.66	116			19.575		
B2.1.4.2.4	R&B&D - Disp	18.66	116			19.575		
B2.1.6.3.1	ISDN - BRI	15.48	25	9.87	15	11.237	3.66984	1.5296
B2.1.6.3.2	ISDN - BRI	3.56	22			6.115		
B2.1.6.4.1	ISDN - BRI							
B2.1.6.4.2	ISDN - BRI							
B2.1.6.5.1	ISDN - BRI							
B2.1.6.5.2	ISDN - BRI							
B2.1.7.3.1	ADSL to Retail	2.80	5	11.50	2	2.049	1.71464	-5.0739
B2.1.7.3.2	ADSL to Retail	1.21	22	2.20	34	0.731	0.18498	-5.3605
B2.1.7.4.1	ADSL to Retail							
B2.1.7.4.2	ADSL to Retail							
B2.1.7.5.1	ADSL to Retail							
B2.1.7.5.2	ADSL to Retail							
B2.1.8.1.1	R&B - Disp	6.99	5,201	4.50	2	11.914	8.42615	0.2954
B2.1.8.1.2	R&B - Disp	6.99	5,201			11.914		
B2.1.8.2.1	R&B - Disp	7.06	50			9.013		
B2.1.8.2.2	R&B - Disp	7.06	50			9.013		
B2.1.9.1.1	R&B (POTS) exd SB OR	7.04	5,117	4.00	3	11.993	6.82610	0.4396
B2.1.9.1.4	R&B (POTS) exd SB OR	1.75	29,710	4.00	1	3.374	3.37376	-0.6676
B2.1.9.2.1	R&B (POTS) exd SB OR	7.59	29	3.00	1	10.284	10.45934	0.4385
B2.1.10.1.1	R&B - Disp	1.00	1			0.000		
B2.1.10.1.2	R&B - Disp	6.99	5,201			11.914		
B2.1.10.2.1	R&B - Disp	7.06	50			9.013		
B2.1.10.2.2	R&B - Disp	7.06	50			9.013		
B2.1.11.1.1	R&B (POTS) exd SB OR	7.04	5,117			11.993		
B2.1.11.1.4	R&B (POTS) exd SB OR	1.75	29,710			11.993		
B2.1.11.2.1	R&B (POTS) exd SB OR	7.59	29			10.284		
B2.1.11.2.4	R&B (POTS) exd SB OR	1.00	1			0.000		
B2.1.12.1.1	R&B - Disp	6.99	5,201			11.914		
B2.1.12.1.2	R&B - Disp	6.99	5,201	5.00	1	11.914	11.91523	0.1669
B2.1.12.2.1	R&B - Disp	7.06	50			9.013		
B2.1.12.2.2	R&B - Disp	7.06	50			9.013		
B2.1.13.1.4	R&B (POTS) exd SB OR	7.04	5,117			11.993		
B2.1.13.2.1	R&B (POTS) exd SB OR	1.75	29,710			3.374		
B2.1.13.2.4	R&B (POTS) exd SB OR	7.59	29			10.284		
B2.1.14.1.1	Design	19.98	496			19.560		
B2.1.14.1.2	Design	5.32	92			8.501		
B2.1.14.2.1	Design	27.44	66			20.855		
B2.1.14.2.2	Design	13.20	5			11.819		

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Item	Measure	BST	BST	CLEC	CLEC	Standard	Standard	Zscore	Equity
		Measure	Volume	Measure	Volume	Deviation	Error		
B.2.3.6.2.2	ISDN - BRI	10.67	3	0.00	0	13.279			YES
B.2.3.6.2.3	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.7.1.1	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.2	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.2	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.3	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.8.1.1	R&B - Disp	31.49	73	0.00	0	67.077			YES
B.2.3.8.1.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	R&B - Disp	4.00	15	0.00	0	3.946			YES
B.2.3.8.2.1	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	R&B - Disp	31.49	73	0.00	0	67.077			YES
B.2.3.9.1.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.3	R&B - Disp	4.00	15	0.00	0	3.946			YES
B.2.3.9.2.1	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.2.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.1	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.2.1	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.2.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.2.3	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.11.1.1	R&B (POTS) exd SB Or	31.49	73	0.00	0	67.077			YES
B.2.3.11.1.2	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	R&B (POTS) exd SB Or	4.00	15	0.00	0	3.946			YES
B.2.3.11.2.1	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.2	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.3	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B.2.3.12.1.1	R&B - Disp	31.49	73	0.00	0	67.077			YES
B.2.3.12.1.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	R&B - Disp	4.00	15	0.00	0	3.946			YES
B.2.3.12.2.1	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	R&B (POTS) exd SB Or	11.00	3	0.00	0	0.000			
B.2.3.13.1.2	Design	0.00	0	0.00	0				
B.2.3.13.1.3	Design	17.33	3	0.00	0	19.858			
B.2.3.14.1.1	Design	0.00	0	0.00	0				
B.2.3.14.1.2	Design	0.00	0	0.00	0				
B.2.3.14.1.3	Design	0.00	0	0.00	0				
B.2.3.14.2.1	Design	0.00	0	0.00	0				
B.2.3.14.2.2	Design	0.00	0	0.00	0				
B.2.3.14.2.3	Design	31.49	73	0.00	0	67.077			
B.2.3.15.1.1	R&B	0.00	0	0.00	0				
B.2.3.15.1.2	R&B	0.00	0	0.00	0				
B.2.3.15.1.3	R&B	4.00	15	0.00	0	3.946			
B.2.3.15.2.1	R&B	0.00	0	0.00	0				
B.2.3.15.2.2	R&B	0.00	0	0.00	0				
B.2.3.15.2.3	R&B	0.00	0	0.00	0				
B.2.3.16.1.1	R&B (POTS)	31.49	73	0.00	0	67.077			
B.2.3.16.1.2	R&B (POTS)	0.00	0	0.00	0				
B.2.3.16.1.3	R&B (POTS)	4.00	15	0.00	0	3.946			

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Item	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	INP (Standalone) >= 10 circuits/Facility/KY (days)	0						
B.2.3.16.2.2	INP (Standalone) >= 10 circuits/Equipment/KY (days)	0						
B.2.3.16.2.3	INP (Standalone) >= 10 circuits/Other/KY (days)	0						
B.2.3.17.1.1	INP (Standalone) < 10 circuits/Equipment/KY (days)	73	0.00	0	67.077	0.00050	4.8432	YES
B.2.3.17.1.2	INP (Standalone) < 10 circuits/Other/KY (days)	31.49	0.00	0		0.16149	-5.6629	NO
B.2.3.17.1.3	INP (Standalone) < 10 circuits/Equipment/KY (days)	4.00	0.00	0		0.23284	0.2470	YES
B.2.3.17.2.1	INP (Standalone) >= 10 circuits/Facility/KY (days)	0	0.00	0	3.946	0.07619	-3.7663	NO
B.2.3.17.2.2	INP (Standalone) >= 10 circuits/Equipment/KY (days)	0	0.00	0				
B.2.3.17.2.3	INP (Standalone) >= 10 circuits/Other/KY (days)	0	0.00	0				
B.2.3.18.1.1	Digital Loop < DS1 < 10 circuits/Facility/KY (days)	10.67	0.00	3	13.279	0.19464	0.4242	YES
B.2.3.18.1.2	Digital Loop < DS1 < 10 circuits/Equipment/KY (days)	0	0.00	0		0.03564	0.3245	YES
B.2.3.18.1.3	Digital Loop < DS1 < 10 circuits/Other/KY (days)	0	0.00	0				
B.2.3.18.2.1	Digital Loop < DS1 < 10 circuits/Facility/KY (days)	0	0.00	0				
B.2.3.18.2.2	Digital Loop < DS1 < 10 circuits/Equipment/KY (days)	0	0.00	0				
B.2.3.18.2.3	Digital Loop < DS1 < 10 circuits/Other/KY (days)	0	0.00	0				
B.2.3.19.1.1	Digital Loop >= DS1 < 10 circuits/Facility/KY (days)	0	0.00	0				
B.2.3.19.1.2	Digital Loop >= DS1 < 10 circuits/Equipment/KY (days)	0	0.00	0				
B.2.3.19.1.3	Digital Loop >= DS1 < 10 circuits/Other/KY (days)	0	0.00	0				
B.2.3.19.2.1	Digital Loop >= DS1 >= 10 circuits/Facility/KY (days)	0	0.00	0				
B.2.3.19.2.2	Digital Loop >= DS1 >= 10 circuits/Equipment/KY (days)	0	0.00	0				
B.2.3.19.2.3	Digital Loop >= DS1 >= 10 circuits/Other/KY (days)	0	0.00	0				

% Jeopardies - Mechanized

Item	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.5.1	Switch Ports/KY (%)	128,302	0.40%					
B.2.5.2	Local Interface Transports/KY (%)	264	0.41%					
B.2.5.3	Loop + Port Combinations/KY (%)	128,728	0.17%	18,779				
B.2.5.4	Combo Other/KY (%)	6,841	100.00%	3				
B.2.5.5	ADSL (ADSL, HDSL and UCL)/KY (%)	2,713	5.75%	57				
B.2.5.6	UNE ISDN/KY (%)	57	7.02%	14				
B.2.5.7	Line Sharing/KY (%)	2,713	5.75%	14				
B.2.5.8	2W Analog Loop Design/KY (%)	6,165	8.25%	2				
B.2.5.9	2W Analog Loop Non-Design/KY (%)	44,530	1.16%	9				
B.2.5.10	2W Analog Loop w/INP Non-Design/KY (%)	6,165	8.25%	2				
B.2.5.11	2W Analog Loop w/INP Design/KY (%)	44,530	1.16%	9				
B.2.5.12	2W Analog Loop w/INP Non-Design/KY (%)	6,165	8.25%	2				
B.2.5.13	2W Analog Loop w/INP Design/KY (%)	44,530	1.16%	9				
B.2.5.14	Other Design/KY (%)	771	9.99%	14				
B.2.5.15	Other Non-Design/KY (%)	128,728	0.41%					
B.2.5.16	INP (Standalone)/KY (%)	128,302	0.40%					
B.2.5.17	INP (Standalone)/KY (%)	128,302	0.40%	722				
B.2.5.18	Digital Loop < DS1/KY (%)	2,865	5.95%	15				
B.2.5.19	Digital Loop >= DS1/KY (%)	155	26.45%	30				

% Jeopardies - Non-Mechanized

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

Item	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	R&B (POTS)	0.00	0						
B.2.3.16.2.2	R&B (POTS)	0.00	0						
B.2.3.16.2.3	R&B (POTS)	0.00	0						
B.2.3.17.1.1	R&B (POTS)	31.49	73	0.00	0	67.077	0.00050	4.8432	YES
B.2.3.17.1.2	R&B (POTS)	4.00	0	0.00	0		0.16149	-5.6629	NO
B.2.3.17.1.3	R&B (POTS)	0.00	15	0.00	0		0.23284	0.2470	YES
B.2.3.17.2.1	R&B (POTS)	0.00	0	0.00	0	3.946	0.07619	-3.7663	NO
B.2.3.17.2.2	R&B (POTS)	0.00	0	0.00	0				
B.2.3.17.2.3	R&B (POTS)	0.00	0	0.00	0				
B.2.3.18.1.1	Digital Loop < DS1	10.67	3	0.00	0	13.279	0.19464	0.4242	YES
B.2.3.18.1.2	Digital Loop < DS1	0.00	0	0.00	0		0.03564	0.3245	YES
B.2.3.18.1.3	Digital Loop < DS1	0.00	0	0.00	0				
B.2.3.18.2.1	Digital Loop < DS1	0.00	0	0.00	0				
B.2.3.18.2.2	Digital Loop < DS1	0.00	0	0.00	0				
B.2.3.18.2.3	Digital Loop < DS1	0.00	0	0.00	0				
B.2.3.19.1.1	Digital Loop >= DS1	0.00	0	0.00	0				
B.2.3.19.1.2	Digital Loop >= DS1	0.00	0	0.00	0				
B.2.3.19.1.3	Digital Loop >= DS1	0.00	0	0.00	0				
B.2.3.19.2.1	Digital Loop >= DS1	0.00	0	0.00	0				
B.2.3.19.2.2	Digital Loop >= DS1	0.00	0	0.00	0				
B.2.3.19.2.3	Digital Loop >= DS1	0.00	0	0.00	0				

Item	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.5.1	R&B (POTS)	60.96%	128,302	0.17%	18,779				
B.2.5.2	DS1/DS3 - Interoffice	0.41%	264						
B.2.5.3	R&B - Disp	8.55%	6,841	100.00%	3				
B.2.5.4	ADSL to Retail	5.75%	2,713	0.00%	1				
B.2.5.5	ISDN - BFL	7.02%	57	35.71%	14				
B.2.5.6	ADSL to Retail	5.75%	2,713	0.00%	2				
B.2.5.7	R&B - Disp	8.25%	6,165	0.00%	2				
B.2.5.8	R&B (POTS) exd SB OR	1.16%	44,530	0.00%	9				
B.2.5.9	R&B - Disp	8.25%	6,165						
B.2.5.10	R&B (POTS) exd SB OR	1.16%	44,530						
B.2.5.11	R&B - Disp	8.25%	6,165						
B.2.5.12	R&B (POTS) exd SB OR	1.16%	44,530						
B.2.5.13	R&B - Disp	8.25%	6,165						
B.2.5.14	R&B (POTS) exd SB OR	1.16%	44,530						
B.2.5.15	R&B - Disp	8.25%	6,165						
B.2.5.16	R&B (POTS)	0.40%	128,302	0.00%	722				
B.2.5.17	R&B (POTS)	0.40%	128,302	33.33%	15				
B.2.5.18	Digital Loop < DS1	5.95%	2,865	33.33%	15				
B.2.5.19	Digital Loop >= DS1	26.45%	155	50.00%	30				

Item	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.6.1	Diagnostic								
B.2.6.2	Diagnostic								
B.2.6.3	Diagnostic								
B.2.6.4	Diagnostic								
B.2.6.5	Diagnostic								
B.2.6.6	Diagnostic								
B.2.6.7	Diagnostic								
B.2.6.8	Diagnostic								
B.2.6.9	Diagnostic								
B.2.6.10	Diagnostic								
B.2.6.11	Diagnostic								
B.2.6.12	Diagnostic								
B.2.6.13	Diagnostic								
B.2.6.14	Diagnostic								
B.2.6.15	Diagnostic								
B.2.6.16	Diagnostic								

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B2.18.11.2	P-3 Switch Ports<=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	122,349						
B2.18.12.1	P-3 Switch Ports>=10 circuits/Dispatch/KY (%)	R&B (POTS)	36						
B2.18.1.2	P-3 Switch Ports>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	1						
B2.18.2.1	P-3 Local Interoffice Transport<10 circuits/Dispatch/KY (%)	DS1/D53	260						
B2.18.2.1.1	P-3 Local Interoffice Transport<10 circuits/Non-Dispatch/KY (%)	DS1/D53	1						
B2.18.2.2	P-3 Local Interoffice Transport>=10 circuits/Dispatch/KY (%)	DS1/D53							
B2.18.2.2.1	P-3 Local Interoffice Transport>=10 circuits/Non-Dispatch/KY (%)	DS1/D53							
B2.18.2.2.2	P-3 Loop + Port Combinations<10 circuits/Dispatch/KY (%)	R&B	5,999	5.98%	412		0.01530	2.9096	YES
B2.18.3.1	P-3 Loop + Port Combinations<10 circuits/Non-Dispatch/KY (%)	R&B	122,643	0.06%	18,573		0.00012	-2.8234	NO
B2.18.3.1.2	P-3 Loop + Port Combinations<10 circuits/Dispatch/KY (%)	R&B	83,915	0.00%	8,849		0.00009	0.6906	YES
B2.18.3.1.3	P-3 Loop + Port Combinations<10 circuits/Switch Based Orders/KY (%)	R&B	38,728	0.11%	9,724		0.00029	-1.8859	NO
B2.18.3.1.4	P-3 Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B	57	0.00%	5		0.13194	0.6648	YES
B2.18.3.2	P-3 Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (%)	R&B	2	0.00%	2				YES
B2.18.3.2.2	P-3 Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%)	R&B	19	0.00%	2				YES
B2.18.3.2.3	P-3 Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B	6,529	0.00%	20				YES
B2.18.3.2.4	P-3 Combo Other<10 circuits/Dispatch/KY (%)	R&B&D - Disp	6,529				0.06575	1.4490	YES
B2.18.4.1	P-3 Combo Other<10 circuits/Dispatch/KY (%)	R&B&D - Disp	136						
B2.18.4.1.4	P-3 Combo Other>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	136						
B2.18.4.2	P-3 XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (%)	R&B&D - Disp	3,856	0.00%	4		0.09635	0.3992	YES
B2.18.5.1	P-3 XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	1,681	0.00%	1		0.05966	0.0598	YES
B2.18.5.1.2	P-3 XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (%)	ADSL to Retail	1						
B2.18.5.2	P-3 XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	26	0.00%	16				YES
B2.18.6.1	P-3 UNE ISDN<10 circuits/Dispatch/KY (%)	ISDN - BRI	30						
B2.18.6.1.2	P-3 UNE ISDN<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI							
B2.18.6.2	P-3 UNE ISDN>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	988	0.00%	3		0.11120	0.3459	YES
B2.18.7.1	P-3 Line Sharing<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	1,881	0.00%	67		0.00743	0.4804	YES
B2.18.7.1.2	P-3 Line Sharing>=10 circuits/Dispatch/KY (%)	ADSL to Retail	1						
B2.18.7.2	P-3 Line Sharing>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	10,04%	5,999	0.00%	3	0.17362	0.5763	YES
B2.18.8.1	P-3 2W Analog Loop Design<10 circuits/Dispatch/KY (%)	R&B - Disp	10,04%	5,999					
B2.18.8.1.2	P-3 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	57						
B2.18.8.2	P-3 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	57						
B2.18.8.2.2	P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS) exd SB OR	10.18%	5,913	0.00%	6	0.12352	0.8243	YES
B2.18.9.1	P-3 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	0.06%	38,562	0.00%	2	0.01764	0.0353	YES
B2.18.9.1.4	P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	8.33%	36	0.00%	1	0.28020	0.2974	YES
B2.18.9.2	P-3 2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS) exd SB OR	0.00%	1					
B2.18.10.1	P-3 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)	R&B - Disp	10,04%	5,999					
B2.18.10.1.2	P-3 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	57						
B2.18.10.2	P-3 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.77%	57					
B2.18.11.1	P-3 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	10.18%	5,913					
B2.18.11.1.4	P-3 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	0.06%	38,562					
B2.18.11.2	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	8.33%	36					
B2.18.11.2.4	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	10.04%	5,999					
B2.18.12.1	P-12 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)	R&B - Disp	10.04%	5,999	0.00%	1	0.30049	0.3340	YES
B2.18.12.2	P-12 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	8.77%	57					
B2.18.12.2.2	P-12 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	10.18%	5,913					
B2.18.13.1	P-12 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	0.06%	38,562					
B2.18.13.1.4	P-12 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	8.33%	36					
B2.18.13.2	P-12 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB OR	0.00%	1					
B2.18.13.2.4	P-12 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	Design	3.77%	530					
B2.18.14.1	P-3 Other Design<10 circuits/Non-Dispatch/KY (%)	Design	4.35%	92					
B2.18.14.1.2	P-3 Other Design>=10 circuits/Dispatch/KY (%)	Design	5.06%	79					
B2.18.14.2	P-3 Other Design>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	5					

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B2.18.15.1.1	P-3	Other Non-Design<10 circuits/Dispatch/KY (%)	R&B
B2.18.15.1.2	P-3	Other Non-Design<10 circuits/Dispatch/KY (%)	R&B
B2.18.15.2.1	P-3	Other Non-Design>=10 circuits/Dispatch/KY (%)	R&B
B2.18.15.2.2	P-3	Other Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.18.16.1.1	P-3	INP (Standardone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.18.16.1.2	P-3	INP (Standardone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.18.16.2.1	P-3	INP (Standardone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.18.16.2.2	P-3	INP (Standardone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.18.17.1.1	P-12	INP (Standardone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.18.17.1.2	P-12	INP (Standardone)<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.18.17.2.1	P-12	INP (Standardone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.18.17.2.2	P-12	INP (Standardone)>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.18.18.1.1	P-3	Digital Loop < DS1<10 circuits/Dispatch/KY (%)	Digital Loop < DS1
B2.18.18.1.2	P-3	Digital Loop < DS1<10 circuits/Dispatch/KY (%)	Digital Loop < DS1
B2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1
B2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1
B2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1
B2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1
B2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1
B2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1

% Provisioning Troubles within 30 Days

B2.19.11.1	P-9	Switch Ports<10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.19.11.2	P-9	Switch Ports<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.19.12.1	P-9	Switch Ports>=10 circuits/Dispatch/KY (%)	R&B (POTS)
B2.19.12.2	P-9	Switch Ports>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)
B2.19.21.1	P-9	Local Interoffice Transport<10 circuits/Dispatch/KY (%)	DS1/DS3
B2.19.21.2	P-9	Local Interoffice Transport<10 circuits/Non-Dispatch/KY (%)	DS1/DS3
B2.19.22.1	P-9	Local Interoffice Transport>=10 circuits/Dispatch/KY (%)	DS1/DS3
B2.19.22.2	P-9	Local Interoffice Transport>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3
B2.19.31.1	P-9	Loop + Port Combinations<10 circuits/Dispatch/KY (%)	R&B
B2.19.31.2	P-9	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (%)	R&B
B2.19.31.3	P-9	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%)	R&B
B2.19.31.4	P-9	Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B
B2.19.32.1	P-9	Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B
B2.19.32.2	P-9	Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B
B2.19.32.3	P-9	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%)	R&B&D - Disp
B2.19.32.4	P-9	Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B&D - Disp
B2.19.41.1	P-9	Combo Other<10 circuits/Dispatch/KY (%)	R&B&D - Disp
B2.19.41.4	P-9	Combo Other<10 circuits/Dispatch/KY (%)	R&B&D - Disp
B2.19.42.1	P-9	Combo Other>=10 circuits/Dispatch/KY (%)	R&B&D - Disp
B2.19.42.4	P-9	Combo Other>=10 circuits/Dispatch/KY (%)	R&B&D - Disp
B2.19.51.1	P-9	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail
B2.19.51.2	P-9	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail
B2.19.52.1	P-9	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (%)	ADSL to Retail
B2.19.52.2	P-9	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (%)	ADSL to Retail
B2.19.61.1	P-9	UNE ISDN<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI
B2.19.61.2	P-9	UNE ISDN<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI
B2.19.62.1	P-9	UNE ISDN>=10 circuits/Dispatch/KY (%)	ISDN - BRI
B2.19.62.2	P-9	UNE ISDN>=10 circuits/Dispatch/KY (%)	ISDN - BRI
B2.19.71.1	P-9	Line Sharing<10 circuits/Dispatch/KY (%)	ADSL to Retail
B2.19.71.2	P-9	Line Sharing<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail
B2.19.72.1	P-9	Line Sharing>=10 circuits/Dispatch/KY (%)	ADSL to Retail
B2.19.72.2	P-9	Line Sharing>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail
B2.19.81.1	P-9	2W Analog Loop Design<10 circuits/Dispatch/KY (%)	R&B - Disp
B2.19.81.2	P-9	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (%)	R&B - Disp
B2.19.82.1	P-9	2W Analog Loop Design>=10 circuits/Dispatch/KY (%)	R&B - Disp
B2.19.82.2	P-9	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS) excl SB OR
B2.19.91.1	P-9	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB OR
B2.19.91.4	P-9	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB OR

Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
10.04%	5,999						
0.02%	122,643						
8.77%	57						
0.00%	21						
10.18%	5,913						
0.02%	122,349						
8.33%	36						
0.00%	1						
10.18%	5,913	0.00%	1		0.30242	0.3366	YES
0.02%	122,349	0.00%	807		0.00054	0.4380	YES
8.33%	36						
0.00%	1						
3.73%	1,046	0.00%	1		0.04277	0.8718	YES
0.35%	1,735	0.00%	20		0.05872	0.0589	YES
16.67%	24						
1.54%	65	0.00%	33		0.02531	0.5848	YES
1.41%	71	0.00%	1		0.11867	0.1187	YES
0.00%	4						

R&B (POTS)	6,499	11.45%					
R&B (POTS)	123,619	4.36%					
R&B (POTS)	46	10.87%					
R&B (POTS)	233	6.44%					
DS1/DS3							
DS1/DS3							
DS1/DS3							
R&B	6,663	11.36%	12.44%	410	0.01615	-0.6661	YES
R&B	123,901	4.36%	3.40%	18,887	0.00159	6.0142	YES
R&B	56,958	4.63%	3.75%	4,379	0.00330	2.6893	YES
R&B	66,943	4.13%	3.29%	14,508	0.00182	4.5634	YES
R&B	59	8.47%					
R&B	7	0.00%	0.00%	4			YES
R&B	3	0.00%					
R&B	4	0.00%	0.00%	4			YES
R&B&D - Disp	4	0.00%					YES
R&B&D - Disp	7,278	10.96%	4.76%	21	0.06828	0.9084	YES
R&B&D - Disp	126	10.96%					
R&B&D - Disp	126	3.97%					
R&B&D - Disp	126	3.97%					
ADSL to Retail	980	15.51%	0.00%	3	0.20932	0.7410	YES
ADSL to Retail	1,682	14.86%					
ADSL to Retail	1	0.00%					
ADSL to Retail	1	0.00%					
ISDN - BRI	60	6.67%	14.29%	14	0.07404	-1.0291	YES
ISDN - BRI	44	0.00%					
ISDN - BRI							
ADSL to Retail	980	15.51%	0.00%	3	0.20932	0.7410	YES
ADSL to Retail	1,682	14.86%	16.67%	42	0.05557	-0.3245	YES
ADSL to Retail	1	0.00%					
ADSL to Retail	1	0.00%					
R&B - Disp	6,663	11.36%	0.00%	5	0.14198	0.8003	YES
R&B - Disp	6,663	11.36%					
R&B - Disp	59	8.47%					
R&B - Disp	59	8.47%					
R&B (POTS) excl SB OR	6,499	11.45%	0.00%	5	0.14244	0.8037	YES
R&B (POTS) excl SB OR	66,661	4.13%					

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Item	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B.2.19.9.2.1	R&B (POTS) exd SB OR	46							
B.2.19.9.2.4	R&B (POTS) exd SB OR	11,36%							
B.2.19.10.1.1	R&B - Disp	6,653							
B.2.19.10.1.2	R&B - Disp	11,36%							
B.2.19.10.2.1	R&B - Disp	59							
B.2.19.10.2.2	R&B - Disp	8,47%							
B.2.19.11.1.1	R&B (POTS) exd SB OR	59							
B.2.19.11.1.4	R&B (POTS) exd SB OR	11,45%							
B.2.19.11.1.4	R&B (POTS) exd SB OR	4,13%							
B.2.19.11.2.4	R&B (POTS) exd SB OR	10,87%							
B.2.19.12.1.1	R&B - Disp	6,653							
B.2.19.12.1.2	R&B - Disp	11,36%							
B.2.19.12.2.1	R&B - Disp	59							
B.2.19.13.1.1	R&B (POTS) exd SB OR	8,47%							
B.2.19.13.1.4	R&B (POTS) exd SB OR	11,45%							
B.2.19.13.2.4	R&B (POTS) exd SB OR	4,13%							
B.2.19.13.2.4	R&B (POTS) exd SB OR	10,87%							
B.2.19.14.1.1	Design	6,72%	0,00%	1		0,25057	0,2682	YES	
B.2.19.14.2.1	Design	2,08%							
B.2.19.14.2.2	Design	0,00%							
B.2.19.15.1.1	R&B	6,653							
B.2.19.15.1.2	R&B	4,36%							
B.2.19.15.2.1	R&B	8,47%							
B.2.19.15.2.2	R&B	0,00%							
B.2.19.16.1.1	R&B (POTS)	11,45%							
B.2.19.16.1.2	R&B (POTS)	4,36%							
B.2.19.16.2.1	R&B (POTS)	123,519							
B.2.19.17.1.1	R&B (POTS)	10,87%							
B.2.19.17.1.2	R&B (POTS)	4,36%							
B.2.19.17.2.1	R&B (POTS)	14,73%	11,76%	17		0,08663	0,3420	YES	
B.2.19.18.1.1	Digital Loop < DS1	14,34%							
B.2.19.18.1.2	Digital Loop < DS1	0,00%							
B.2.19.18.2.1	Digital Loop < DS1	0,00%							
B.2.19.18.2.2	Digital Loop < DS1	4,05%	8,57%	35		0,04046	-1,1165	YES	
B.2.19.19.1.1	Digital Loop >= DS1	1,67%							
B.2.19.19.2.1	Digital Loop >= DS1	0,00%							
B.2.19.19.2.2	Digital Loop >= DS1	0,00%							
B.2.21.1.1.1	R&B (POTS)	3,39			22,033				
B.2.21.1.1.2	R&B (POTS)	0,75			9,177				
B.2.21.1.2.1	R&B (POTS)	1,16			3,836				
B.2.21.1.2.2	R&B (POTS)	0,45			0,000				
B.2.21.2.1.1	R&B (POTS)	8,90	267		93,833				
B.2.21.2.1.2	R&B (POTS)	48,42	1		0,000				
B.2.21.3.1.1	R&B	3,46	6,025	0,03	359	22,356	1,21483	2,8259	YES
B.2.21.3.1.2	R&B	0,76	122,365	0,33	18,430	9,260	0,07316	5,8515	YES
B.2.21.3.1.3	R&B	0,67	83,895	0,34	8,745	6,322	0,07104	4,6538	YES
B.2.21.3.1.4	R&B	0,96	38,766	0,33	9,685	13,594	0,15443	4,1099	YES
B.2.21.3.2.1	R&B	1,20	59	0,02	2	4,538	3,26255	0,3623	YES
B.2.21.3.2.2	R&B	3,53	21	0,23	2	14,308	10,58794	0,3117	YES
B.2.21.3.2.3	R&B	0,27	2		0,189				
B.2.21.3.2.4	R&B	3,87	19	0,23	2	15,038	11,17940	0,3259	YES

Average Completion Notice Interval - Mechanized

Item	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
P-9	Switch Ports<=10 circuits/Dispatch/KY (hours)	5,937							
P-5	Switch Ports<=10 circuits/Dispatch/KY (hours)	122,365							
P-5	Switch Ports>=10 circuits/Dispatch/KY (hours)	38							
P-5	Switch Ports>=10 circuits/Dispatch/KY (hours)	1							
P-5	Local Interoffice Transport<=10 circuits/Dispatch/KY (hours)	8,90	267		93,833				
P-5	Local Interoffice Transport<=10 circuits/Dispatch/KY (hours)	48,42	1		0,000				
P-5	Local Interoffice Transport>=10 circuits/Dispatch/KY (hours)	3,46	6,025	0,03	359	22,356	1,21483	2,8259	YES
P-5	Local Interoffice Transport>=10 circuits/Dispatch/KY (hours)	0,76	122,365	0,33	18,430	9,260	0,07316	5,8515	YES
P-5	Loop + Port Combinations<=10 circuits/Dispatch/KY (hours)	0,67	83,895	0,34	8,745	6,322	0,07104	4,6538	YES
P-5	Loop + Port Combinations<=10 circuits/Dispatch/KY (hours)	0,96	38,766	0,33	9,685	13,594	0,15443	4,1099	YES
P-5	Loop + Port Combinations>=10 circuits/Dispatch/KY (hours)	1,20	59	0,02	2	4,538	3,26255	0,3623	YES
P-5	Loop + Port Combinations>=10 circuits/Dispatch/KY (hours)	3,53	21	0,23	2	14,308	10,58794	0,3117	YES
P-5	Loop + Port Combinations>=10 circuits/Dispatch/KY (hours)	0,27	2		0,189				
P-5	Loop + Port Combinations>=10 circuits/Dispatch/KY (hours)	3,87	19	0,23	2	15,038	11,17940	0,3259	YES

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Account	Branch	Analogue	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	R&B/D - Disp	3.71	6,580	0.02	3	23.779	13.73174	0.2688	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch InKY (hours)	R&B/D - Disp	3.71	6,580	0.02	3	23.779	13.73174	0.2688	YES
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B/D - Disp	10.96	144			31.737			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch InKY (hours)	R&B/D - Disp	10.96	144			31.737			
B.2.21.5.1.1	P-5	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (hours)	ADSL to Retail	3.24	990	0.02	1	14.970	14.97770	0.2150	YES
B.2.21.5.1.2	P-5	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	0.40	1,653			2.381			
B.2.21.5.2.1	P-5	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.5.2.2	P-5	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	7.32	32	2.02	15	10.388	3.25063	1.6317	YES
B.2.21.6.1.1	P-5	LINE ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI	0.29	30			0.321			
B.2.21.6.1.2	P-5	LINE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.1	P-5	LINE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	LINE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	3.24	990			14.970			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.40	1,653			2.381			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,025	0.02	2	22.356	15.81050	0.2177	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,025			22.356			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	3.39	5,937	0.02	6	22.033	8.99966	0.3752	YES
B.2.21.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS) exd SB Or	0.95	38,600	0.02	2	13.595	9.61357	0.0976	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	1.16	38	0.02	1	3.836	3.88840	0.2953	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch InKY (hours)	R&B (POTS) exd SB Or	0.45	1			0.000			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,025			22.356			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	3.46	6,025			22.356			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	3.39	5,937			22.033			
B.2.21.11.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS) exd SB Or	0.95	38,600			13.595			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	1.16	38			3.836			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch InKY (hours)	R&B (POTS) exd SB Or	0.45	1			0.000			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,025			22.356			
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	3.46	6,025			22.356			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.20	59			4.538			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	3.39	5,937			22.033			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS) exd SB Or	0.95	38,600			13.595			
B.2.21.13.3.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) exd SB Or	1.16	38			3.836			
B.2.21.13.3.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch InKY (hours)	R&B (POTS) exd SB Or	0.45	1			0.000			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Design	6.40	555			35.670			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	34.39	93			135.843			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design	17.73	85			39.839			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design	215.77	6			472.240			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	3.46	6,025			22.356			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	3.46	6,025			22.356			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	0.76	122,661			9.260			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	1.20	59			4.538			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	3.39	5,937			22.033			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.75	122,365			9.177			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.16	38			3.836			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.45	1			0.000			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	3.39	5,937	0.02	1	22.033	22.03531	0.1533	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.75	122,365	0.31	724	9.177	0.54208	1.2817	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.16	38			3.836			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.45	1			0.000			
B.2.21.18.1.1	P-5	Digital Loop < DST1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DST1	3.41	1,054	1.89	16	15.050	3.79085	0.4009	YES
B.2.21.18.1.2	P-5	Digital Loop < DST1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DST1	0.41	1,737			2.424			
B.2.21.18.2.1	P-5	Digital Loop < DST1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DST1	12.23	25			19.014			

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2,25 4.12	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 4.21	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 4.22	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 5.11	P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 5.12	P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 5.21	P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 5.22	P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 6.11	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 6.12	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 6.21	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 6.22	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 7.11	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 7.12	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 7.21	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 7.22	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 8.11	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 8.12	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 8.21	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 8.22	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 9.11	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 9.12	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 9.21	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 9.22	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 10.11	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 10.12	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 10.21	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 10.22	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 11.11	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 11.12	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 11.21	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 11.22	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 12.11	P-14	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 12.12	P-14	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 12.21	P-14	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 12.22	P-14	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 13.11	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 13.12	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 13.21	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 13.22	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 14.11	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 14.12	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 14.21	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 14.22	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 15.11	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 15.12	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 15.21	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 15.22	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 16.11	P-10	INP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 16.12	P-10	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 16.21	P-10	INP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 16.22	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 17.11	P-14	INP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 17.12	P-14	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 17.21	P-14	INP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 17.22	P-14	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 18.11	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 18.12	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 18.21	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,25 18.22	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic

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B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.14.1.1	P-10	Other Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.14.2.1	P-10	Other Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic

Total Service Order Cycle Time (Offered) - Partially Mechanized

B.2.29.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/KY (days)	Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (days)	Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (days)	Diagnostic

Benchmark/
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

B.2.28.10.1.1	Diagnostic									
B.2.28.10.1.2	Diagnostic									
B.2.28.10.2.1	Diagnostic									
B.2.28.10.2.2	Diagnostic									
B.2.28.11.1.1	Diagnostic									
B.2.28.11.1.2	Diagnostic									
B.2.28.11.2.1	Diagnostic									
B.2.28.11.2.2	Diagnostic									
B.2.28.12.1.1	Diagnostic									
B.2.28.12.1.2	Diagnostic									
B.2.28.12.2.1	Diagnostic									
B.2.28.12.2.2	Diagnostic									
B.2.28.13.1.1	Diagnostic									
B.2.28.13.1.2	Diagnostic									
B.2.28.13.2.1	Diagnostic									
B.2.28.13.2.2	Diagnostic									
B.2.28.14.1.1	Diagnostic									
B.2.28.14.1.2	Diagnostic									
B.2.28.14.2.1	Diagnostic									
B.2.28.14.2.2	Diagnostic									
B.2.28.15.1.1	Diagnostic									
B.2.28.15.1.2	Diagnostic									
B.2.28.15.2.1	Diagnostic									
B.2.28.15.2.2	Diagnostic									
B.2.28.16.1.1	Diagnostic									
B.2.28.16.1.2	Diagnostic									
B.2.28.16.2.1	Diagnostic									
B.2.28.16.2.2	Diagnostic									
B.2.28.17.1.1	Diagnostic									
B.2.28.17.1.2	Diagnostic									
B.2.28.17.2.1	Diagnostic									
B.2.28.17.2.2	Diagnostic									
B.2.28.18.1.1	Diagnostic									
B.2.28.18.1.2	Diagnostic									
B.2.28.18.2.1	Diagnostic									
B.2.28.18.2.2	Diagnostic									
B.2.28.19.1.1	Diagnostic									
B.2.28.19.1.2	Diagnostic									
B.2.28.19.2.1	Diagnostic									
B.2.28.19.2.2	Diagnostic									

B.2.29.1.1.1	Diagnostic									
B.2.29.1.1.2	Diagnostic									
B.2.29.1.2.1	Diagnostic									
B.2.29.1.2.2	Diagnostic									
B.2.29.2.1.1	Diagnostic									
B.2.29.2.1.2	Diagnostic									
B.2.29.2.2.1	Diagnostic									
B.2.29.2.2.2	Diagnostic									
B.2.29.3.1.1	Diagnostic									
B.2.29.3.1.2	Diagnostic									
B.2.29.3.2.1	Diagnostic									
B.2.29.3.2.2	Diagnostic									
B.2.29.4.1.1	Diagnostic									
B.2.29.4.1.2	Diagnostic									
B.2.29.4.2.1	Diagnostic									
B.2.29.4.2.2	Diagnostic									
B.2.29.5.1.1	Diagnostic									
B.2.29.5.1.2	Diagnostic									

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Item	Measure	BST	BST	CLEC	CLEC	Standard	Standard	Zscore	Equity
		Measure	Volume	Measure	Volume	Deviation	Error		
B 2 30 1 1 1	P-10	Switch Ports<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 1 1 2	P-10	Switch Ports<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 1 2 1	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 1 2 2	P-10	Switch Ports>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 2 1 1	P-10	Local Interoffice Transport<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 2 1 2	P-10	Local Interoffice Transport<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 3 1 1	P-10	Loop + Port Combinations<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 3 1 2	P-10	Loop + Port Combinations<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 3 2 1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 3 2 2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 4 1 1	P-10	Combo Other<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 4 1 2	P-10	Combo Other<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 4 2 1	P-10	Combo Other>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 4 2 2	P-10	Combo Other>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 5 1 1	P-10	XDSL (ADSL, HDSL, and UCL)<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 5 1 2	P-10	XDSL (ADSL, HDSL, and UCL)<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 5 2 1	P-10	XDSL (ADSL, HDSL, and UCL)>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 5 2 2	P-10	XDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 6 1 1	P-10	UNE ISDN<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 6 1 2	P-10	UNE ISDN<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 6 2 1	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 6 2 2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 7 1 1	P-10	Line Sharing<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 7 1 2	P-10	Line Sharing<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 7 2 1	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 7 2 2	P-10	Line Sharing>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 8 1 1	P-10	2W Analog Loop Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 8 2 1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 8 2 2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 9 1 1	P-10	2W Analog Loop Non-Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 9 1 2	P-10	2W Analog Loop Non-Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 9 2 1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 9 2 2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 10 1 1	P-10	2W Analog Loop w/INP Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 10 1 2	P-10	2W Analog Loop w/INP Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 10 2 1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 11 1 1	P-10	2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 11 1 2	P-10	2W Analog Loop w/INP Non-Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 11 2 1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 11 2 2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 12 2 1	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 12 2 2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 13 1 2	P-14	2W Analog Loop w/LNP Non-Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 14 1 1	P-10	Other Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 14 1 2	P-10	Other Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 14 2 1	P-10	Other Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 14 2 2	P-10	Other Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 15 1 1	P-10	Other Non-Design<=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 15 1 2	P-10	Other Non-Design<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
B 2 30 15 2 1	P-10	Other Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic

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% Cooperative Test Attempts for XDSL	
B-2.34.1	XDSL (ADSL, HDSL and UCL)/KY (%)
B-2.34.2	XDSL Other/KY (%)
Service Order Accuracy	
P-11	Design (Specials)<10 circuits/Dispatch/KY (%)
P-11	Design (Specials)>=10 circuits/Dispatch/KY (%)
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)
P-11	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)
P-11	Loops Non-Design<10 circuits/Dispatch/KY (%)
P-11	Loops Non-Design<10 circuits/Non-Dispatch/KY (%)
P-11	Loops Non-Design>=10 circuits/Dispatch/KY (%)
P-11	Loops Non-Design>=10 circuits/Non-Dispatch/KY (%)

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	>= 95% of requests		100.00%	3				YES
	>= 95% of requests							YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments	
B-3.1.11	Switch Ports/Dispatch/KY (%)
B-3.1.12	Switch Ports/Non-Dispatch/KY (%)
B-3.1.21	Local Interoffice Transport/Dispatch/KY (%)
B-3.1.22	Local Interoffice Transport/Non-Dispatch/KY (%)
B-3.1.31	Loop + Port Combinations/Dispatch/KY (%)
B-3.1.32	Loop + Port Combinations/Non-Dispatch/KY (%)
B-3.1.41	Combo Other/Dispatch/KY (%)
B-3.1.42	Combo Other/Non-Dispatch/KY (%)
B-3.1.51	XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B-3.1.52	XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B-3.1.61	UNE (SDN)/Dispatch/KY (%)
B-3.1.62	UNE (SDN)/Non-Dispatch/KY (%)
B-3.1.71	Line Sharing/Dispatch/KY (%)
B-3.1.72	Line Sharing/Non-Dispatch/KY (%)
B-3.1.81	2W Analog Loop Design/Dispatch/KY (%)
B-3.1.82	2W Analog Loop Design/Non-Dispatch/KY (%)
B-3.1.91	2W Analog Loop Non-Design/Dispatch/KY (%)
B-3.1.92	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B-3.1.101	Other Design/Dispatch/KY (%)
B-3.1.102	Other Design/Non-Dispatch/KY (%)
B-3.1.111	Other Non-Design/Dispatch/KY (%)
B-3.1.112	Other Non-Design/Non-Dispatch/KY (%)
B-3.1.121	LNIP (Standalone)/Dispatch/KY (%)
B-3.1.122	LNIP (Standalone)/Non-Dispatch/KY (%)

R&B (POTS)	11.53%	25,936	0.00%	0				YES
R&B (POTS)	1.84%	9,324	0.00%	0				YES
DS1/DS3	0.00%	187	0.00%	0				YES
DS1/DS3	0.00%	140	0.00%	0				YES
R&B	11.58%	26,168	5.42%	2,287			8.8289	YES
R&B	1.83%	9,602	1.16%	346			0.00734	0.9222
R&B&D - Disp	11.35%	26,731	0.00%	19			0.07280	1.5591
R&B&D - Disp	11.35%	26,731	0.00%	9			0.10575	1.0733
ADSL to Retail	41.80%	378	0.00%	0			0.24192	1.6860
ADSL to Retail	1.96%	866	0.00%	0			0.12475	0.7287
ISDN - BRI	9.09%	22	0.00%	3			0.49388	-1.1784
ISDN - BRI	0.00%	15	100.00%	1			0.06852	0.2824
ADSL to Retail	41.80%	378	0.00%	4			0.11316	1.0236
ADSL to Retail	11.58%	26,168	0.00%	8			0.00734	0.5118
R&B - Disp	11.49%	25,883	0.00%	4			0.15949	0.7207
R&B (POTS) exd SB FT	1.71%	8,709	0.00%	0			0.01286	-1.8732
R&B (POTS) exd SB FT	0.53%	563	2.94%	34			0.02542	0.3518
R&B	11.58%	26,168	0.00%	0				YES
R&B	1.83%	9,602	0.00%	0				YES
R&B (POTS)	11.53%	25,936	0.00%	0				YES
R&B (POTS)	1.84%	9,324	0.00%	0				YES

Customer Trouble Report Rate

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

R&B (POTS)	2.72%	962,809	0.00%	53			0.01973	1.0397	YES
R&B (POTS)	0.98%	952,809	0.00%	53			0.01707	0.8956	YES
DS1/DS3	1.54%	9,116	2.05%	53			0.00050	0.9663	YES
DS1/DS3	2.55%	1,025,773	0.00%	111,589			0.00030	20.5281	YES
R&B	0.94%	1,025,773	0.31%	111,589			0.00728	-2.8991	NO
R&B&D - Disp	2.29%	1,168,352	2.40%	432			0.00128	0.2811	YES
R&B&D - Disp	1.78%	48,709	0.92%	433			0.00644	-2.7623	YES
ADSL to Retail	1.78%	48,709	0.00%	433			0.00434	-1.9451	NO
ADSL to Retail	0.73%	3,016	1.97%	445			0.00358	-0.4937	YES
ISDN - BRI	0.50%	3,016	0.67%	445			0.00334	1.8997	YES
ISDN - BRI	0.78%	48,709	0.14%	706			0.00505	2.3966	YES
ADSL to Retail	1.78%	48,709	0.57%	706			0.00424	4.6966	YES
ADSL to Retail	2.55%	1,025,773	0.56%	1,424			0.00424	5.6914	YES
R&B - Disp	2.55%	1,025,773	0.14%	1,424				YES	

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B.3.2.9.1	M&R-2	2W Analog	Loop Non-Design/Dispatch/KY (%)
B.3.2.9.2	M&R-2	2W Analog	Loop Non-Design/Dispatch/KY (%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)	
B.3.2.10.2	M&R-2	Other Design/Dispatch/KY (%)	
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)	
B.3.2.11.2	M&R-2	Other Non-Design/Dispatch/KY (%)	
B.3.2.12.1	M&R-2	LNP (Standalone) Dispatch/KY (%)	
B.3.2.12.2	M&R-2	LNP (Standalone) Non-Dispatch/KY (%)	

R&B (POTS) exd SB FT
R&B (POTS) exd SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
2.72%	952,809	2.11%	190	39,155	0.01196	0.5111	YES
0.91%	952,809	0.00%	190	26,340	0.00694	1.3177	YES
0.39%	142,579	3.23%	1,052	3,683	0.00194	-14.5900	NO
0.47%	142,579	1.33%	1,052	2,052	0.00212	-4.0520	NO
2.65%	1,025,773	0.00%	157	38,820	0.01275	2.0011	YES
0.94%	1,025,773	0.00%	157	38,820	0.00772	1.2122	YES
2.72%	952,809						
0.98%	952,809						

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations Dispatch/KY (hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations Non-Dispatch/KY (hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)
B.3.3.5.1	M&R-3	XDSL (ADSL, HDSL and UCL) Dispatch/KY (hours)
B.3.3.5.2	M&R-3	XDSL (ADSL, HDSL and UCL) Non-Dispatch/KY (hours)
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)
B.3.3.7.1	M&R-3	Line Sharing Dispatch/KY (hours)
B.3.3.7.2	M&R-3	Line Sharing Non-Dispatch/KY (hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)
B.3.3.8.2	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)
B.3.3.12.1	M&R-3	LNP (Standalone) Dispatch/KY (hours)
B.3.3.12.2	M&R-3	LNP (Standalone) Non-Dispatch/KY (hours)

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) exd SB FT
R&B (POTS) exd SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
29.76	25,936	0.00%	0	39,155			
13.74	9,324	0.00%	0	26,340			
5.08	187	0.00%	0	3,683			
1.85	140	0.00%	0	2,052			
29.59	26,168	24.09	2,287	39,067	0.85186	6.4561	YES
13.38	9,602	5.06	346	26,047	1.42530	5.8378	YES
29.08	26,731	5.80	19	38,820	8.90898	2.6128	YES
29.08	26,731	1.12	9	38,820	12.94203	2.1601	YES
40.60	378	11.22	4	51,322	25.79626	1.1389	YES
1.84	866	0.00%	0	9,880			
9.42	22	6.81	7	10,825	4.69759	0.5560	YES
2.25	15	2.69	3	3,506	2.21718	-0.1995	YES
40.60	378	7.70	1	51,322	51.38954	-0.7083	YES
1.84	866	7.25	4	9,880	4.95148	-1.0928	YES
29.59	26,168	5.48	8	39,067	13.81423	1.7458	YES
29.59	26,168	1.83	2	39,067	27.62530	1.0049	YES
14.22	25,833	0.00%	0	26,951	19.69124	0.7277	YES
4.99	563	5.87	34	4,499	0.79454	-1.1076	YES
2.44	671	1.87	14	7,222	1.95008	0.2924	YES
29.59	26,168	0.00%	0	39,067			
13.38	9,602	0.00%	0	26,047			
29.76	25,936			39,155			
13.74	9,324			26,340			

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)
B.3.4.3.1	M&R-4	Loop + Port Combinations Dispatch/KY (%)
B.3.4.3.2	M&R-4	Loop + Port Combinations Non-Dispatch/KY (%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)
B.3.4.5.1	M&R-4	XDSL (ADSL, HDSL and UCL) Dispatch/KY (%)
B.3.4.5.2	M&R-4	XDSL (ADSL, HDSL and UCL) Non-Dispatch/KY (%)
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)
B.3.4.7.1	M&R-4	Line Sharing Dispatch/KY (%)
B.3.4.7.2	M&R-4	Line Sharing Non-Dispatch/KY (%)
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)
B.3.4.12.1	M&R-4	LNP (Standalone) Dispatch/KY (%)
B.3.4.12.2	M&R-4	LNP (Standalone) Non-Dispatch/KY (%)

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) exd SB FT
R&B (POTS) exd SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
19.25%	25,936	0.00%	0	39,155			
17.57%	9,324	0.00%	0	26,340			
27.27%	187	0.00%	0	3,683			
19.25%	140	0.00%	0	2,052			
19.25%	26,168	14.69%	2,287	39,067	0.00860	5.5008	YES
17.34%	9,602	13.29%	346	26,047	0.02072	1.9527	YES
19.24%	26,731	42.11%	19	38,820	0.09047	-2.6270	NO
19.24%	26,731	33.33%	9	38,820	0.13143	-1.0721	YES
25.93%	378	25.00%	4	51,322	0.22027	0.0420	YES
22.40%	866	0.00%	0	9,880			
0.00%	22	14.29%	7	10,825			
13.33%	15	0.00%	3	3,506	0.21489	0.6202	YES
25.93%	378	0.00%	1	51,322	0.43881	0.5908	YES
22.40%	866	0.00%	4	9,880	0.20885	1.0721	YES
19.25%	26,168	0.00%	8	38,820	0.13941	1.3807	YES
19.25%	26,168	0.00%	2	38,820	0.27879	0.6504	YES
19.22%	25,833	25.00%	4	51,322	0.19105	-0.2931	YES
17.37%	8,709	0.00%	0	26,047			
19.01%	563	23.53%	34	4,499	0.06929	-0.6629	YES
14.61%	671	7.14%	14	7,222	0.09536	0.7825	YES
17.34%	26,168	0.00%	0	39,067			
17.34%	9,602	0.00%	0	26,047			
19.25%	25,936			39,155			
17.57%	9,324			26,340			

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Out of Service > 24 hours

Code	Category	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
B3.5.1.1	M&R-5 Switch Ports/Dispatch/KY (%)	R&B (POTS)	13.62%	17,035	0.00%	0				YES
B3.5.1.2	M&R-5 Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	6.54%	2,769	0.00%	0				YES
B3.5.2.1	M&R-5 Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.00%	140	0.00%	0				YES
B3.5.2.2	M&R-5 Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	13.58%	17,180	9.19%	1,577		0.00901	4.8648	YES
B3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/KY (%)	R&B	6.42%	2,837	2.11%	142		0.02107	2.0420	YES
B3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	13.17%	17,743	0.00%	19		0.07761	1.6964	YES
B3.5.4.1	M&R-5 Combo Other/Dispatch/KY (%)	R&B&D - Disp	13.17%	17,743	0.00%	9		0.11273	1.1879	YES
B3.5.4.2	M&R-5 XDSL (ADSL, HDSL, and UCL) Dispatch/KY (%)	ADSL to Retail	41.80%	378	0.00%	4		0.24792	1.6860	YES
B3.5.5.1	M&R-5 XDSL (ADSL, HDSL, and UCL) Non-Dispatch/KY (%)	ADSL to Retail	1.96%	866	0.00%	0		0.12475	0.7287	YES
B3.5.5.2	M&R-5 UNE ISDN/Dispatch/KY (%)	ISDN - BRI	9.09%	22	0.00%	7				YES
B3.5.5.6	M&R-5 UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	15	0.00%	3				YES
B3.5.6.1	M&R-5 Line Sharing/Dispatch/KY (%)	ADSL to Retail	41.80%	378	0.00%	0				YES
B3.5.6.2	M&R-5 Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.96%	866	0.00%	0				YES
B3.5.7.1	M&R-5 2M Analog Loop Design/Dispatch/KY (%)	R&B - Disp	13.58%	17,180	0.00%	8		0.12115	1.1209	YES
B3.5.7.2	M&R-5 2M Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	13.58%	17,180	0.00%	2		0.24225	0.5606	YES
B3.5.8.1	M&R-5 2M Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) exd SB FT	13.62%	17,029	0.00%	0				YES
B3.5.8.2	M&R-5 2M Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) exd SB FT	6.54%	2,766	0.00%	0				YES
B3.5.9.1	M&R-5 Other Design/Dispatch/KY (%)	Design	0.53%	563	2.94%	34		0.01285	-1.8732	NO
B3.5.10.1	M&R-5 Other Design/Non-Dispatch/KY (%)	Design	0.89%	671	0.00%	14		0.02542	0.3518	YES
B3.5.10.2	M&R-5 Other Non-Design/Dispatch/KY (%)	R&B	13.58%	17,180	0.00%	0				YES
B3.5.11.1	M&R-5 Other Non-Design/Non-Dispatch/KY (%)	R&B	6.42%	2,837	0.00%	0				YES
B3.5.11.2	M&R-5 NNP (Standalone) Dispatch/KY (%)	R&B (POTS)	13.62%	17,035		0				YES
B3.5.12.1	M&R-5 NNP (Standalone) Non-Dispatch/KY (%)	R&B (POTS)	6.54%	2,769		0				YES

Unbundled Network Elements - Billing

Code	Category	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
B4.1	Invoice Accuracy	BST - State	98.61%	\$97,384,607	99.88%	\$3,065,754		0.00007	-185.9590	YES
B4.2	Mean Time to Deliver Invoices - CRIS	BST - Region	3.65	1	3.22	2,020				YES

Bellsouth Monthly State Summary Kentucky, May 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity		
Local Interconnection Trunks - Ordering											
% Rejected Service Requests											
C-1.1	O-7	Local Interconnection Trunks/KY (%)	Diagnostic	68.42%	57				Diagnostic		
Reject Interval											
C-1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days	97.44%	39				YES		
FOC Timeliness											
C-1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days	100.00%	66				YES		
FOC & Reject Response Completeness											
C-1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%	98.04%	51				YES		
FOC & Reject Response Completeness (Multiple Responses)											
C-1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
Local Interconnection Trunks - Provisioning											
Order Completion Interval											
C-2.1	P-4	Local Interconnection Trunks/KY (days)	Partly w Retail	23.72	36	14.90	10	20.246	7.23732	1.2190	YES
Hold Orders											
C-2.2	P-1	Local Interconnection Trunks/KY (days)	Partly w Retail	0.00	0	0.00	0				YES
% Jeopardies											
C-2.3	P-2	Local Interconnection Trunks/KY (%)	Partly w Retail	0.00%	32	0.00%	11				YES
Average Jeopardy Notice Interval											
C-2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
% Missed Installation Appointments											
C-2.5	P-3	Local Interconnection Trunks/KY (%)	Partly w Retail	2.78%	36	0.00%	15		0.05050	0.5500	YES
% Provisioning Troubles within 30 Days											
C-2.6	P-9	Local Interconnection Trunks/KY (%)	Partly w Retail	0.00%	24	0.00%	4				YES
Average Completion Notice Interval											
C-2.7	P-5	Local Interconnection Trunks/KY (hours)	Partly w Retail	10.68	36	6.74	15	26.138	8.03263	0.4894	YES
Total Service Order Cycle Time											
C-2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			16.18	7				Diagnostic
% Completions w/o Notice or < 24 hours											
C-2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	15				Diagnostic
C-2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
Service Order Accuracy											
C-2.11.1.1	P-11	Local Interconnection Trunks<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	17				YES
C-2.11.1.2	P-11	Local Interconnection Trunks<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	20				YES
C-2.11.2.1	P-11	Local Interconnection Trunks<=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	109				YES
C-2.11.2.2	P-11	Local Interconnection Trunks<=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	74				YES
Local Interconnection Trunks - Maintenance and Repair											
Missed Repair Appointments											
C-3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail	0.00%	0	0.00%	0				YES
C-3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	0.00%	2	0.00%	0				YES
Customer Trouble Report Rate											
C-3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail	0.00%	97,723	0.00%	24,284		0.00000	0.00003	YES
C-3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	0.00%	97,723	0.00%	24,284		0.00003	0.6309	YES

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Maintenance Average Duration

Code	Local Interconnection Trunks/Dispatch/KY (hours)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.3.1	0.00	Party w Retail	0.00	0	0.00	0	1.685			YES
C.3.3.2	1.38	Party w Retail	1.38	2	0.00	0				YES

% Repeat Troubles within 30 Days

Code	Local Interconnection Trunks/Dispatch/KY (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.4.1	0.00%	Party w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	0.00%	Party w Retail	0.00%	2	0.00%	0				YES

Out of Service > 24 Hours

Code	Local Interconnection Trunks/Dispatch/KY (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.5.1	0.00%	Party w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	0.00%	Party w Retail	0.00%	2	0.00%	0				YES

Local Interconnection Trunks - Billing

Invoice Accuracy

Code	KY (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.4.1	98.61%	BST - State	\$97,384,607	98.87%	\$684,897		0.00014		-17.8923	YES

Mean Time to Deliver Invoices - CABS

Code	Region (calendar days)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.4.2	B-2	BST - Region	5.00	1	4.97	15,651				YES

Local Interconnection Trunks - Trunk Blocking

Trunk Group Performance - Aggregate

Code	Local Interconnection Trunks/KY (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.5.1	TGP-1	>0.5% dif 2 consec hrs							0	YES

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Operations Support Systems - Pre-Ordering

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.1.1									
D.1.1.2									
D.1.1.3									
D.1.1.4									
D.1.1.5									
D.1.1.6									
D.1.1.7									
D.1.1.8									
D.1.1.9									
D.1.1.10									

% Interface Availability - BST & CLEC									
OSS-2	EDIR/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	LENS/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	LEO/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	LESCG/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	TAG/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	PSIMS/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	INP Gateway/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	SGGCOG/Region (%)	>= 99.5%	99.97%	99.96%					YES
OSS-2	DOM/Region (%)	>= 99.5%	99.96%	99.97%					YES
OSS-2	SGG/Region (%)	>= 99.5%	99.97%	99.96%					YES

% Interface Availability - BST & CLEC									
OSS-2	ATLASCOFF/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	COFF/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	DSAP/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	RSAG/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	SONGS/Region (%)	>= 99.5%	100.00%	100.00%					YES
OSS-2	DOE/Region (%)	>= 99.5%	100.00%	100.00%					YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.34	2,173,156	1.58	427,482		YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	11,255	1.58	427,482		YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.52	4,806,994	1.18	297,155		YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	6.28	878,087	1.18	297,155		YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.62	808,182	1.47	109,875		YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.38	336,129	1.47	109,875		YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,603,516	1.92	286,100		YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	358,850	1.92	286,100		YES
D.1.3.6.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec	2.78	5,817,088	1.30	1,115,860		YES
D.1.3.6.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSECSR + 2 sec	2.48	1,198,799	1.30	1,115,860		YES
D.1.3.6.2	OSS-1	COFF/Region (seconds)	RNS - OASISBG + 2 sec	2.68	10,357,805	4.15	18,675		NO
D.1.3.6.2	OSS-1	COFF/Region (seconds)	ROS - OASISBG + 2 sec	3.48	551,962	4.15	18,675		NO
D.1.3.7.1	OSS-1	PSIMS/ORR/Region (seconds)	RNS - OASISBG + 2 sec	2.68	10,357,805	0.42	53,550		YES
D.1.3.7.2	OSS-1	PSIMS/ORR/Region (seconds)	ROS - OASISBG + 2 sec	3.48	551,962	0.42	53,550		YES

Operations Support Systems - Maintenance and Repair

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.34	2,173,156	2.26	378,853		YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	11,255	2.26	378,853		YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.52	4,806,994	2.10	187,082		YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	6.28	878,087	2.10	187,082		YES
D.1.4.3.1	OSS-1	ATLAS - M/H/Region (seconds)	Diagnostic						Diagnostic
D.1.4.3.2	OSS-1	ATLAS - M/H/Region (seconds)	Diagnostic						Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic						Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic						Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.62	808,182	2.30	248		YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.38	336,129	2.51	34,710		NO
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,603,516	2.42	14,457		YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.38	358,850	2.42	14,457		NO
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSECSR + 2 sec	2.78	5,817,088	1.66	1,467,454		YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSECSR + 2 sec	2.48	1,198,799	1.66	1,467,454		YES

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Benchmark/
Analog

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

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

>= 99.5%

100.00% 100.00% 100.00% 100.00% 100.00% 0.00021 -20.3635 YES

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

>= 99.5%
>= 99.5%

100.00% 100.00% 100.00% 100.00% 100.00% 0.00030 -1.7327 YES
100.00% 100.00% 100.00% 100.00% 100.00% 0.00019 -0.9775 YES

% Interface Availability - BST & CLEC

D.2.3.1	OSS-3 CRIS/Region (%)	>= 99.5%
D.2.3.2	OSS-3 LMO HOST/Region (%)	>= 99.5%
D.2.3.3	OSS-3 LNP/Region (%)	>= 99.5%
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%
D.2.3.5	OSS-3 OSPCM/Region (%)	>= 99.5%
D.2.3.6	OSS-3 Predictor/Region (%)	>= 99.5%
D.2.3.7	OSS-3 SOCS/Region (%)	>= 99.5%

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

96.18%	1,659,196	96.49%	191,125	0.00046	-6.5865	YES
2.44%	50,086	3.02%	2,288	0.00330	-1.7327	YES
6.13%	32,343	3.52%	9,014	0.00263	6.1478	NO
99.68%	1,659,076	99.67%	194,669	0.00014	0.4090	YES
97.91%	1,188,410	97.44%	104,744	0.00046	10.1514	NO
99.73%	1,166,443	99.69%	9,406	0.00056	0.7119	YES
24.64%	6,529	32.51%	729	0.01683	-4.6746	YES
34.30%	6,632	26.67%	315	0.02738	2.7896	NO
11.14%	54,896	24.63%	6,333	0.00418	-32.3045	YES
99.92%	219,998	99.94%	25,010	0.00019	-0.9775	YES
66.14%	60,211	64.49%	6,057	0.00638	2.5866	NO

Average Response Interval <= 4 Seconds

D.2.4.1	OSS-4 CRIS/Region (%)	Partly w Retail
D.2.4.2	OSS-4 DL/ETH/Region (%)	Partly w Retail
D.2.4.3	OSS-4 DL/R/Region (%)	Partly w Retail
D.2.4.4	OSS-4 LMO/Region (%)	Partly w Retail
D.2.4.5	OSS-4 LMO Supd/Region (%)	Partly w Retail
D.2.4.6	OSS-4 LNP/Region (%)	Partly w Retail
D.2.4.7	OSS-4 MARCH/Region (%)	Partly w Retail
D.2.4.8	OSS-4 OSPCM/Region (%)	Partly w Retail
D.2.4.9	OSS-4 Predictor/Region (%)	Partly w Retail
D.2.4.10	OSS-4 SOCS/Region (%)	Partly w Retail
D.2.4.11	OSS-4 NIW/Region (%)	Partly w Retail

Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail

99.22%	1,659,196	99.65%	191,125	0.00021	-20.3635	YES
74.64%	50,086	84.40%	2,288	0.00930	-10.4885	YES
59.43%	32,343	49.92%	9,014	0.00010	-2.0268	YES
99.83%	1,659,076	99.85%	194,669	0.00014	11.2135	NO
99.82%	1,188,410	99.86%	104,744	0.00036	0.0994	YES
99.89%	1,166,443	99.88%	9,406	0.00060	-4.6746	YES
24.64%	6,529	32.51%	729	0.00360	-0.2070	YES
99.61%	6,632	99.68%	315	0.00418	-32.3045	YES
11.14%	54,896	24.63%	6,333	0.00019	-0.9775	YES
99.99%	219,998	100.00%	25,010	0.00007	-0.8994	YES
99.44%	60,211	99.32%	6,057	0.00100	1.2021	YES

Average Response Interval <= 10 Seconds

D.2.5.1	OSS-4 CRIS/Region (%)	Partly w Retail
D.2.5.2	OSS-4 DL/ETH/Region (%)	Partly w Retail
D.2.5.3	OSS-4 DL/R/Region (%)	Partly w Retail
D.2.5.4	OSS-4 LMO/Region (%)	Partly w Retail
D.2.5.5	OSS-4 LMO Supd/Region (%)	Partly w Retail
D.2.5.6	OSS-4 LNP/Region (%)	Partly w Retail
D.2.5.7	OSS-4 MARCH/Region (%)	Partly w Retail
D.2.5.8	OSS-4 OSPCM/Region (%)	Partly w Retail
D.2.5.9	OSS-4 Predictor/Region (%)	Partly w Retail
D.2.5.10	OSS-4 SOCS/Region (%)	Partly w Retail
D.2.5.11	OSS-4 NIW/Region (%)	Partly w Retail

Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail

99.22%	1,659,196	99.65%	191,125	0.00021	-20.3635	YES
74.64%	50,086	84.40%	2,288	0.00930	-10.4885	YES
59.43%	32,343	49.92%	9,014	0.00010	-2.0268	YES
99.83%	1,659,076	99.85%	194,669	0.00014	11.2135	NO
99.82%	1,188,410	99.86%	104,744	0.00036	0.0994	YES
99.89%	1,166,443	99.88%	9,406	0.00060	-4.6746	YES
24.64%	6,529	32.51%	729	0.00360	-0.2070	YES
99.61%	6,632	99.68%	315	0.00418	-32.3045	YES
11.14%	54,896	24.63%	6,333	0.00019	-0.9775	YES
99.99%	219,998	100.00%	25,010	0.00007	-0.8994	YES
99.44%	60,211	99.32%	6,057	0.00100	1.2021	YES

Average Response Interval > 10 Seconds

D.2.6.1	OSS-4 CRIS/Region (%)	Partly w Retail
D.2.6.2	OSS-4 DL/ETH/Region (%)	Partly w Retail
D.2.6.3	OSS-4 DL/R/Region (%)	Partly w Retail
D.2.6.4	OSS-4 LMO/Region (%)	Partly w Retail
D.2.6.5	OSS-4 LMO Supd/Region (%)	Partly w Retail
D.2.6.6	OSS-4 LNP/Region (%)	Partly w Retail
D.2.6.7	OSS-4 MARCH/Region (%)	Partly w Retail
D.2.6.8	OSS-4 OSPCM/Region (%)	Partly w Retail
D.2.6.9	OSS-4 Predictor/Region (%)	Partly w Retail
D.2.6.10	OSS-4 SOCS/Region (%)	Partly w Retail
D.2.6.11	OSS-4 NIW/Region (%)	Partly w Retail

Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail
Partly w Retail

0.78%	1,659,196	0.35%	191,125	0.00021	20.3635	YES
25.36%	50,086	15.60%	2,288	0.00930	10.4885	YES
40.57%	32,343	50.08%	9,014	0.00385	-16.2492	NO
0.17%	1,659,076	0.15%	194,669	0.00010	2.0268	YES
0.18%	1,188,410	0.34%	104,744	0.00014	-11.2135	NO
0.11%	1,166,443	0.12%	9,406	0.00036	-0.0994	YES
75.36%	6,529	67.49%	729	0.01683	4.6746	YES
0.39%	6,632	0.32%	315	0.00360	0.2070	YES
88.86%	54,896	73.37%	6,333	0.00418	32.3045	YES
0.01%	219,998	0.00%	25,010	0.00007	0.8994	YES
0.66%	60,211	0.68%	6,057	0.00100	-1.2021	YES

Bellsouth Monthly State Summary Kentucky, May 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1		Diagnostic		97.02%	497,858				Diagnostic
F.1.1.2		Diagnostic		97.02%	497,858				Diagnostic
F.1.1.3		>= 95%		97.82%	114,847				YES
F.1.1.4		>= 90%		87.43%	4,647				NO
F.1.1.5		>= 85%		96.90%	378,364				YES
% Flow Through Service Requests - Achieved									
F.1.2.1		Diagnostic		89.26%	541,150				Diagnostic
F.1.2.2		Diagnostic		89.26%	541,150				Diagnostic
F.1.2.3		Diagnostic		89.53%	125,482				Diagnostic
F.1.2.4		Diagnostic		82.67%	6,483				Diagnostic
F.1.2.5		Diagnostic		89.60%	499,185				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1		>= 85%		76.65%	4,493				NO
F.1.3.2		>= 85%		76.65%	4,493				NO
F.1.3.3		Diagnostic							Diagnostic
F.1.3.4		Diagnostic							Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual) - Non-Mechanized									
F.2.1		>= 95% w in 3 bus days		77.78%	9				NO
F.2.2		>= 95% w in 1 min		100.00%	30				YES
Loop Makeup Inquiry (Electronic) - Mechanized									
F.2.2		>= 95% w in 1 min		100.00%	30				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1		>= 95% w in 5 bus days		100.00%	2				YES
F.3.1.2		>= 95% w in 5 bus days		100.00%	2				YES
Average Speed of Answer									
F.4.1		Partly w Retail	144.59	6,576,481	17.70	44,997			YES
General - Maintenance Center									
Average Answer Time									
F.5.1		Partly w Retail	48.69	2,019,284	31.39	97,089			YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1		PBD		5.80					PBD
% Answered In 10 seconds									
F.6.2		PBD		77.40%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1		PBD		4.80					PBD
% Answered In 12 seconds									

BellSouth Monthly State Summary Kentucky, May 2003

	Benchmark Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2 KY (%)	PBD	88.60%						PBD
General - E911									
F.8.1	Mean Interval E-3 KY (hours)	PBD	1.94	1,949					PBD
F.8.2	% Accuracy E-2 KY (%)	PBD	97.72%	114,238					PBD
F.8.3	% Timeliness E-1 KY (%)	PBD	100.00%	1,949					PBD
General - Billing									
Usage Data Delivery Accuracy									
F.9.1	B-3 Region (%)	Partly w Retail	100.00%	1,880	100.00%	32,586	0.00000		YES
F.9.2	B-5 Region (%)	Partly w Retail	99.72%	16,407	99.83%	941,996,386	0.00041	-2.6565	YES
F.9.3	B-4 Region (%)	Partly w Retail	99.90%	16,407	99.97%	941,996,386	0.00024	-2.9563	YES
F.9.4	B-6 Region (days)	Partly w Retail	3.23	16,407	2.10	941,996,386			YES
Recurring Charge Completeness									
F.9.5.1	B-7 Resale/KY (%)	Partly w Retail	93.03%	\$2,857,512	99.71%	\$94,128	0.00320	-20.9163	YES
F.9.5.2	B-7 UNE/KY (%)	>= 90%			99.64%	\$209,900			YES
F.9.5.3	B-7 Interconnection/KY (%)	>= 90%			98.45%	\$6,473			YES
Non-Recurring Charge Completeness									
F.9.6.1	B-8 Resale/KY (%)	Partly w Retail	86.96%	\$4,112,153	99.45%	\$95,616	0.00305	-40.9578	YES
F.9.6.2	B-8 UNE/KY (%)	>= 90%			99.61%	\$156,480			YES
F.9.6.3	B-8 Interconnection/KY (%)	>= 90%			\$4,3404				NO
General - Change Management									
% Software Release Notices Sent On Time									
F.10.1	CM-1 KY (%)	>= 95% w/in 30 days	100.00%	1					YES
Average Software Release Notice Delay Days									
F.10.2	CM-2 KY (average)	>= 22 days prior to release							
F.10.3	CM-3 KY (%)	>= 95% w/in 30 days							
F.10.4	CM-3 KY (%)	>= 95% w/in 5 days							
Average Documentation Release Delay Days									
F.10.5	CM-4 KY (average)	>= 22 days prior to release							
F.10.6	CM-5 KY (%)	>= 97% w/in 15 min		100.00%	10				YES
F.10.7	CM-6 Region (%)	>= 95% w/in 10 days							
F.10.8	CM-6 Region (%)	>= 95% w/in 30 days							

BellSouth Monthly State Summary

Kentucky, May 2003

Code	Region (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
F:10.9	% Change Requests Accepted or Rejected within 10 Business Days	>= 95% w/in 45 days									
F:10.10	CM-7 Region (%)	>= 95% w/in 10 days			100.00%	9				YES	
F:10.11	% Change Requests Rejected Within The Reporting Period	Diagnostic			77.78%	9				Diagnostic	
F:10.12	CM-8 Region (%)										
F:10.13	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented	= 0 Defects									
F:10.14	CM-9 Region (number)	= 0 Defects									
F:10.15	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented	= 0 Defects									
F:10.16	CM-9 Region (number)	= 0 Defects									
F:10.17	% Test Deck Weight Failure in Production Release	<= 5%									
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented	>= 95% w/in 60 days									
	CM-11 Region (%)	>= 95% w/in 60 days									
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented	>= 95% w/in 60 days									
	CM-11 Region (%)	>= 95% w/in 60 days									
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days	>= 90% w/in 30 bus days			100.00%	3				YES	
F:11.1	BR-1 Region (%)	>= 90% w/in 30 bus days									
F:11.2	% Quotes Provided within 10 Business Days	>= 90% w/in 10 bus days									
F:11.3	BR-2A Region (%)	>= 90% w/in 30 bus days			100.00%	1				YES	
F:11.4	% Quotes Provided within 60 Business Days	>= 90% w/in 60 bus days									
	BR-2C Region (%)	>= 90% w/in 60 bus days									
	General - Ordering										
	Acknowledgment Message Timeliness										
F:12.1.1	O-1 EDI/Region (%)	>= 95% w/in 30 min			98.80%	256,859				YES	
F:12.1.2	O-1 TAG/Region (%)	>= 95% w/in 30 min			100.00%	322,547				YES	
F:12.2.1	Acknowledgment Message Completeness										
F:12.2.2	O-2 EDI/Region (%)	100%			99.60%	257,897				NO	
	O-2 TAG/Region (%)	100%			100.00%	322,547				YES	
	General - Database Updates										
	Average Database Update Interval										
F:13.1.1	D-1 LDB/KY (hours)	PBD	0.95	17	0.95	17				PBD	
F:13.1.2	D-1 Directory Listings/KY (hours)	PBD	0.05	27	0.05	27				PBD	
F:13.1.3	D-1 Directory Assistance/KY (hours)	PBD	3.20	26	3.20	26				PBD	
	% Update Accuracy										
F:13.2.1	D-2 LDB/KY (%)	>= 95%			100.00%	1,358				YES	
F:13.2.2	D-2 Directory Listings/KY (%)	>= 95%			99.90%	1,013				YES	
F:13.2.3	D-2 Directory Assistance/KY (%)	>= 95%			100.00%	506				YES	
F:13.3	% MXXS /LRNs Loaded by LERG Effective Date										
	D-3 Region (%)	100%			100.00%	22				YES	

Bellsouth Monthly State Summary Kentucky, May 2003

General - Network Outage Notification		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Mean Time to Notify CLEC of Major Network Outages	Partly w Retail		0	0	0	0				YES
MAR-7 Region (minutes)										

F:14.1