BellSouth Monthly State Summary
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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/KY (%)	Diagnostic			8.74%	6,891				Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic			25.82%	306				Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/KY (%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/KY (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/KY (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/KY (%)	Diagnostic			25.75%	936				Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic			52.76%	163				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/KY (%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/KY (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/KY (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/KY (%)	Diagnostic			37.70%	122				Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic			68.83%	77				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic			44.00%	25				Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic			50.00%	2				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic			75.00%	8				Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic			33.33%	12				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr			98.17%	602				YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr			97.47%	79				YES
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs			90.98%	244				YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs			94.32%	88				YES
A.1.7.3	O-8	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.7.5	O-8	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/KY (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/KY (%)	>= 85% w in 24 hrs			100.00%	49				YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs			100.00%	53				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs			100.00%	12				YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs			83.33%	6				NO
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs			100.00%	4				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs			99.46%	6,259				YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs			100.00%	228				YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs			87.98%	774				YES

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A.1.12.2	O-9	Business/KY (%)	>= 85% w in 10 hrs			91.49%	94				YES
A.1.12.3	O-9	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/KY (%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/KY (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/KY (%)	>= 85% w in 36 hrs			97.33%	75				YES
A.1.13.2	O-9	Business/KY (%)	>= 85% w in 36 hrs			100.00%	22				YES
A.1.13.3	O-9	Design (Specials)/KY (%)	>= 85% w in 36 hrs			100.00%	14				YES
A.1.13.4	O-9	PBX/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.5	O-9	Centrex/KY (%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	60				YES
A.1.14.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.43%	6,831				YES
A.1.14.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	4				YES
A.1.14.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	302				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	9				YES
A.1.15.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.68%	927				YES
A.1.15.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	2				YES
A.1.15.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	161				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/KY (%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/KY (%)	>= 95%			95.90%	122				YES
A.1.16.2	O-11	Business/KY (%)	>= 95%			94.81%	77				NO
A.1.16.3	O-11	Design (Specials)/KY (%)	>= 95%			96.00%	25				YES
A.1.16.4	O-11	PBX/KY (%)	>= 95%			100.00%	2				YES
A.1.16.5	O-11	Centrex/KY (%)	>= 95%			100.00%	8				YES
A.1.16.6	O-11	ISDN/KY (%)	>= 95%			83.33%	12				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/KY (%)	>= 95%			96.67%	60				YES
A.1.17.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.88%	6,792				YES
A.1.17.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	4				YES
A.1.17.2.2	O-11	Business/TAG/KY (%)	>= 95%			99.67%	302				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								

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A.1.17.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/KY (%)	>= 95%			77.78%	9				NO
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%			93.61%	924				NO
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	2				YES
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%			90.68%	161				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/KY (%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/KY (%)	>= 95%			92.31%	117				NO
A.1.19.2	O-11	Business/KY (%)	>= 95%			93.15%	73				NO
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%			95.83%	24				YES
A.1.19.4	O-11	PBX/KY (%)	>= 95%			100.00%	2				YES
A.1.19.5	O-11	Centrex/KY (%)	>= 95%			87.50%	8				NO
A.1.19.6	O-11	ISDN/KY (%)	>= 95%			100.00%	10				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	Res	6.91	5,844	5.95	233	7.566	0.50543	1.9032	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.87	117,992	0.57	4,482	1.003	0.01526	19.5420	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res	6.57	14	5.50	2	4.219	3.18946	0.3359	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY (days)	Bus	5.38	1,906	2.82	19	9.801	2.25973	1.1314	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.25	8,988	0.68	187	2.300	0.16993	3.3155	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus	12.96	28			16.641			
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	24.99	514			21.925			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	10.49	65			10.933			
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	28.70	23			18.287			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY (days)	PBX	9.33	12			5.140			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	6.10	42	2.00	2	13.627	9.86214	0.4152	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX	15.00	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	3.72	12	2.00	3	4.431	2.86014	0.6021	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex	6.42	159	2.00	1	10.096	10.12784	0.4368	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	4.44	158			8.048			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	11.67	6			10.633			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	1.20	486			2.169			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY (days)	ISDN	20.49	83	8.33	3	17.952	10.55029	1.1526	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	4.03	121	1.50	2	5.257	3.74787	0.6744	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN	25.59	22	11.50	2	15.287	11.28994	1.2481	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	7.83	6			5.307			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res	34.19	131	13.67	3	58.002	33.86851	0.6060	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res	3.29	34	0.00	0	3.623			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res	0.00	0	0.00	0				YES

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A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)	Bus	18.44	18	11.00	1	47.006	48.29398	0.1541	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)	Bus	1.50	2	0.00	0	0.707			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/KY (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/KY (days)	Design	9.29	7	0.00	0	4.957			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/KY (days)	Design	5.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/KY (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/KY (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)	ISDN	3.00	2	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/KY (%)	Res	0.56%	129,518	0.41%	5,132		0.00106	1.4242	YES
A.2.4.2	P-2	Business/KY (%)	Bus	1.51%	11,251	0.44%	229		0.00814	1.3193	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	Design	21.85%	627						
A.2.4.4	P-2	PBX/KY (%)	PBX	3.13%	64						
A.2.4.5	P-2	Centrex/KY (%)	Centrex	1.36%	810						
A.2.4.6	P-2	ISDN/KY (%)	ISDN	10.47%	258	0.00%	1		0.30670	0.3412	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/KY (%)	Diagnostic			1.18%	255				Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic			5.71%	35				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)	Diagnostic			40.00%	5				Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic			0.00%	6				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs			161.26	18				YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/KY (hours)	Diagnostic			87.63	3				Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)	Diagnostic			268.06	2				Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.8.6	P-2	ISDN/KY (hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/KY (%)	95% >= 48 hrs			100.00%	18				YES
A.2.9.2	P-2	Business/KY (%)	95% >= 48 hrs								
A.2.9.3	P-2	Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/KY (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/KY (%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.2	P-2	Business/KY (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/KY (%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.4	P-2	PBX/KY (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/KY (%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)	Res	15.41%	6,658	10.45%	268		0.02249	2.2061	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	0.03%	122,845	0.08%	5,124		0.00024	-1.9979	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)	Res	6.25%	16	0.00%	2		0.18155	0.3443	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY (%)	Bus	6.13%	2,072	0.00%	27		0.04646	1.3192	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	0.01%	9,118	0.00%	237		0.00069	0.1592	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)	Bus	5.71%	35						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus								
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	4.49%	535	0.00%	4		0.10388	0.4318	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	66						
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	3.57%	28						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	12						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	2.38%	42	0.00%	2		0.11034	0.2158	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	3						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	12	0.00%	3		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	3.14%	159	0.00%	1		0.17507	0.1796	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	161	0.00%	1		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	0.00%	6						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	486						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	1.14%	88	0.00%	3		0.06223	0.1826	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	122	0.00%	2		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	0.00%	23	0.00%	2		0.00000		YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	6						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)	Res	11.99%	6,089	10.60%	217		0.02244	0.6193	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	3.49%	115,381	3.98%	5,204		0.00260	-1.8887	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)	Res	18.18%	11	0.00%	1		0.40284	0.4513	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)	Bus	11.76%	1,973	15.15%	33		0.05654	-0.6001	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	8.48%	7,356	2.29%	262		0.01752	3.5352	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)	Bus	13.33%	30						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	1						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	5.66%	583						
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	1.01%	99						
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)	PBX	5.88%	17						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	2.94%	34	0.00%	3		0.10176	0.2890	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	2						

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A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	7.65%	170						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	2.82%	213	0.00%	1		0.16584	0.1699	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	50.00%	24						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	9.09%	11						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	7.74%	155						
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	2.35%	85	0.00%	1		0.15247	0.1543	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	5						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Res	2.71	6,647	0.02	233	19.185	1.27870	2.1029	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Res	0.73	122,607	0.34	4,900	9.048	0.13181	2.9412	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Res	3.31	16	0.02	2	12.768	9.57576	0.3439	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Bus	1.57	2,047	0.02	18	11.769	2.78610	0.5576	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Bus	0.73	9,088	0.29	211	6.274	0.43690	0.9987	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Bus	0.61	35			3.360			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Bus								
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Design	292.91	531			431.852			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Design	15.79	66			52.163			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Design	53.35	28			150.337			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	PBX	54.84	12			85.507			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	PBX	47.29	41			116.988			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	PBX	17.13	3			15.093			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	PBX	27.11	12			54.047			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Centrex	4.07	159			28.338			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Centrex	3.86	161			15.887			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Centrex	12.81	6			31.113			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Centrex	0.31	486			0.117			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	ISDN	153.22	87			325.209			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN	2.68	122	0.23	1	16.336	16.40260	0.1494	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN	129.41	23			265.996			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN	39.29	6			68.208			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Diagnostic			14.29	35				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			9.01	224				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Diagnostic			19.44	9				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.43	26				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Diagnostic			38.05	4				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.99	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			32.98	3				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Diagnostic			15.57	1				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic			34.34	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			19.03	1				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic			33.81	2				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.92	158				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.59	3,632				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.05	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.03	9				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.71	96				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.15	10				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.06	534				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			3.21	4				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.15	62				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			2.42	15				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.18	21				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			9.14	4				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.58	8				Diagnostic

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A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.16	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic			3.07	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			12.86	2				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			5.15	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic			13.34	2				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.90	156				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.78	1,982				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.05	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.03	9				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.71	95				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.15	10				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.07	491				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			3.21	4				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.14	56				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			2.42	15				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.18	18				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			9.93	1				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.58	8				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.16	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic			3.07	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			12.86	2				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			5.15	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic			13.34	2				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/KY (%)	Diagnostic			5.83%	240				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic			7.42%	4,543				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)	Diagnostic			0.00%	18				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic			3.17%	189				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic			0.00%	5				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)	Diagnostic			0.00%	5				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic			0.00%	2				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%			98.80%	500				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%			99.00%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%			93.33%	15				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%			96.47%	170				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%			81.25%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			85.71%	21				NO

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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			92.16%	51				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			90.41%	73				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	9				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res	14.09%	21,926	9.51%	547		0.01506	3.0451	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res	2.07%	8,162	3.70%	81		0.01590	-1.0271	YES
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus	12.69%	2,718	18.57%	70		0.04030	-1.4587	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus	3.44%	1,162	3.13%	32		0.03267	0.0971	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	1.63%	553	0.00%	6		0.05194	0.3134	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	1.10%	547	0.00%	11		0.03172	0.3458	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	6.45%	93	40.00%	5		0.11278	-2.9746	NO
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	3.77%	53	0.00%	1		0.19235	0.1962	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	14.42%	215	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	6.02%	166	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	2.33%	43	0.00%	1		0.15246	0.1525	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	3.77%	53	0.00%	0				YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	2.64%	831,436	2.85%	19,224		0.00118	-1.7581	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	0.98%	831,436	0.42%	19,224		0.00072	7.7520	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.34%	203,431	1.18%	5,913		0.00152	0.9984	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.57%	203,431	0.54%	5,913		0.00100	0.3011	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	2.25%	24,543	0.74%	813		0.00535	2.8316	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	2.23%	24,543	1.35%	813		0.00532	1.6455	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.25%	37,130	0.99%	506		0.00224	-3.2932	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.14%	37,130	0.20%	506		0.00169	-0.3246	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.38%	56,292	0.00%	262		0.00383	0.9980	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.29%	56,292	0.00%	262		0.00336	0.8769	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.07%	60,707	0.17%	578		0.00111	-0.9187	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.09%	60,707	0.00%	578		0.00123	0.7070	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	30.09	21,926	22.96	547	40.618	1.75824	4.0598	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	11.84	8,162	9.19	81	27.949	3.12079	0.8494	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	12.07	2,718	12.77	70	17.177	2.07933	-0.3356	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	4.48	1,162	2.56	32	31.149	5.58165	0.3434	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	5.21	553	4.59	6	5.237	2.14975	0.2881	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.49	547	1.89	11	4.049	1.23293	0.4861	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	9.51	93	12.40	5	14.347	6.58622	-0.4394	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	5.80	53	2.05	1	11.810	11.92096	0.3143	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	12.17	215	0.00	0	20.340			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	4.52	166	0.00	0	9.544			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	6.28	43	3.37	1	4.781	4.83651	0.6031	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	4.80	53	0.00	0	8.322			YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	19.67%	21,926	12.43%	547		0.01721	4.2049	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	14.67%	8,162	13.58%	81		0.03950	0.2747	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	15.64%	2,718	14.29%	70		0.04397	0.3072	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	9.47%	1,162	6.25%	32		0.05246	0.6131	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	25.32%	553	16.67%	6		0.17848	0.4846	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	17.37%	547	9.09%	11		0.11536	0.7174	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	7.53%	93	20.00%	5		0.12112	-1.0298	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	16.98%	53	0.00%	1		0.37899	0.4481	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	16.74%	215	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	12.05%	166	0.00%	0				YES

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A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	25.58%	43	0.00%	1		0.44136	0.5796	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	9.43%	53	0.00%	0				YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	15.92%	13,932	10.68%	412		0.01829	2.8654	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	6.27%	2,201	5.56%	36		0.04073	0.1754	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	7.02%	1,623	2.44%	41		0.04041	1.1346	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	3.79%	448	0.00%	23		0.04085	0.9289	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	1.63%	553	0.00%	6		0.05194	0.3134	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	1.10%	547	0.00%	11		0.03172	0.3458	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	1.25%	80	33.33%	3		0.06534	-4.9105	NO
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	4.35%	46	0.00%	1		0.20614	0.2109	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	12.00%	125	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	5.95%	84	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	0.00%	43	0.00%	1		0.00000		YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	1.89%	53	0.00%	0				YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	KY (%)	BST - State	98.37%	$101,705,956	99.55%	$1,387,031		0.00011	-108.7846	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.24	1	2.98	1,918				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			17.82%	7,897				Diagnostic
B.1.1.4	O-7	Combo Other/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			13.16%	38				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			0.00%	22				Diagnostic
B.1.1.7	O-7	Line Sharing/KY (%)	Diagnostic			11.54%	52				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			32.00%	25				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			4.69%	64				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/KY (%)	Diagnostic			11.30%	115				Diagnostic
B.1.1.15	O-7	Other Non-Design/KY (%)	Diagnostic			33.88%	1,104				Diagnostic
B.1.1.16	O-7	INP Standalone/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.1.1.17	O-13	LNP Standalone/KY (%)	Diagnostic			3.87%	826				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			33.03%	1,768				Diagnostic
B.1.2.4	O-7	Combo Other/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.7	O-7	Line Sharing/KY (%)	Diagnostic			60.00%	10				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			50.00%	8				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/KY (%)	Diagnostic			23.81%	42				Diagnostic
B.1.2.15	O-7	Other Non-Design/KY (%)	Diagnostic			11.37%	422				Diagnostic
B.1.2.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/KY (%)	Diagnostic			16.44%	438				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			43.88%	196				Diagnostic
B.1.3.4	O-7	Combo Other/KY (%)	Diagnostic			8.00%	25				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			25.00%	4				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			33.33%	3				Diagnostic
B.1.3.7	O-7	Line Sharing/KY (%)	Diagnostic			60.00%	10				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			63.64%	22				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			75.76%	33				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic			33.33%	3				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic			100.00%	2				Diagnostic
B.1.3.14	O-7	Other Design/KY (%)	Diagnostic			34.78%	23				Diagnostic
B.1.3.15	O-7	Other Non-Design/KY (%)	Diagnostic			52.05%	73				Diagnostic
B.1.3.16	O-7	INP Standalone/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.17	O-13	LNP Standalone/KY (%)	Diagnostic			21.51%	93				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/KY (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr			96.66%	1,408				NO
B.1.4.4	O-8	Combo Other/KY (%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 97% w in 1 hr			80.00%	5				NO
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/KY (%)	>= 97% w in 1 hr			85.71%	7				NO
B.1.4.8	O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr			100.00%	8				YES
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr			33.33%	3				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/KY (%)	>= 97% w in 1 hr			30.77%	13				NO
B.1.4.15	O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr			61.27%	377				NO
B.1.4.16	O-8	INP Standalone/KY (%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.17	O-14	LNP Standalone/KY (%)	>= 97% w in 1 hr			100.00%	32				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			97.11%	589				YES
B.1.7.4	O-8	Combo Other/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs			83.33%	6				NO
B.1.7.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	4				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/KY (%)	>= 85% w in 10 hrs			91.67%	12				YES
B.1.7.15	O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs			95.83%	48				YES
B.1.7.16	O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/KY (%)	>= 85% w in 10 hrs			94.59%	74				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs			98.89%	90				YES
B.1.8.4	O-8	Combo Other/KY (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.7	O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs			100.00%	14				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.14	O-8	Other Design/KY (%)	>= 85% w in 24 hrs			87.50%	8				YES
B.1.8.15	O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs			97.50%	40				YES
B.1.8.16	O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.17	O-14	LNP Standalone/KY (%)	>= 85% w in 24 hrs			90.48%	21				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs			99.21%	6,351				YES
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs			100.00%	33				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 95% w in 3 hrs			100.00%	19				YES
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs			97.78%	45				YES
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w in 3 hrs			100.00%	17				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w in 3 hrs			100.00%	62				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w in 3 hrs			100.00%	111				YES
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs			94.97%	855				NO
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			98.61%	790				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			92.04%	1,345				YES
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	7				YES
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			80.00%	5				NO
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w in 10 hrs			90.00%	40				YES
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs			96.89%	386				YES
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w in 10 hrs			99.21%	381				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs			93.46%	107				YES
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs			100.00%	23				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs			94.12%	17				YES
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs			97.30%	37				YES
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs			97.37%	76				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.88%	3,281				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			96.66%	4,616				YES
B.1.14.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	36				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			100.00%	6				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			81.25%	16				NO
B.1.14.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			97.78%	45				YES
B.1.14.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	7				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	25				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	64				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	10				YES
B.1.14.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	105				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			99.62%	1,053				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	51				YES
B.1.14.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%			100.00%	2				YES
B.1.14.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			99.52%	826				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.51%	408				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.49%	1,360				YES
B.1.15.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	7				YES
B.1.15.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	3				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	3				YES
B.1.15.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	39				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			99.76%	414				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.15.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			100.00%	438				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/KY (%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			96.43%	196				YES
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%			92.00%	25				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	4				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	3				YES
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	10				YES
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	22				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	33				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%			100.00%	3				YES
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%			100.00%	2				YES
B.1.16.14	O-11	Other Design/KY (%)	>= 95%			100.00%	23				YES
B.1.16.15	O-11	Other Non-Design/KY (%)	>= 95%			100.00%	73				YES
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	2				YES
B.1.16.17	O-11	LNP Standalone/KY (%)	>= 95%			98.92%	93				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.33%	3,277				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.64%	4,462				YES
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	36				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			83.33%	6				NO
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			76.92%	13				NO
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	44				YES
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	7				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	25				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			98.44%	64				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	10				YES
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			91.43%	105				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			84.84%	1,049				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	51				YES
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%			50.00%	2				NO
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			54.01%	822				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								

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		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			92.12%	406				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			91.80%	1,353				NO
B.1.18.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			50.00%	2				NO
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	7				YES
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			33.33%	3				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%								
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			66.67%	3				NO
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			84.62%	39				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			97.09%	413				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.18.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			48.17%	438				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/KY (%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			94.71%	189				NO
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			91.30%	23				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	4				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	3				YES
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	10				YES
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			95.45%	22				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	33				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%			66.67%	3				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%			100.00%	2				YES
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			82.61%	23				NO
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			97.26%	73				YES
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	2				YES
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			97.83%	92				YES
		Unbundled Network Elements - Provisioning									
		Order Completion Interval									
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.53	7,750			8.198			

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B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	126,980			1.148			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	10.83	42			14.047			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3	17.92	259			16.863			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	R&B	6.53	7,926	3.97	138	8.239	0.70745	3.6251	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	127,285	0.79	3,766	1.201	0.01986	5.7048	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B	0.33	63,101	0.33	2,023	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B	1.47	64,184	1.33	1,743	1.491	0.03619	3.9568	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	10.89	47			13.716			
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.28	500	2.42	4	2.321	1.16513	-0.9756	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B	0.33	21	0.33	2	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B	1.32	479	4.50	2	2.363	1.67420	-1.8985	NO
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	7.79	8,518	11.29	21	10.772	2.35347	-1.4871	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	7.79	8,518			10.772			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	18.76	94			17.093			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	18.76	94			17.093			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	17.40	40	9.89	9	12.420	4.58199	1.6393	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	3.75	69			2.823			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY (days)	ADSL to Retail			4.00	1				
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail			2.24	43				
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.53	7,750	3.79	29	8.198	1.52522	1.7973	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.46	63,983			1.411			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.83	42			14.047			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.53	7,750			8.198			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.46	63,983			1.411			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.83	42			14.047			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.53	7,926			8.239			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.89	47			13.716			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.53	7,750			8.198			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.46	63,983			1.411			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.83	42			14.047			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY (days)	Design	24.59	592			21.397			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	11.73	81			12.875			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)	Design	26.62	47			16.621			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design	8.50	4			5.000			

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B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	6.53	7,926			8.239			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	127,285			1.201			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	10.89	47			13.716			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.28	500			2.321			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.53	7,750			8.198			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	126,980			1.148			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	10.83	42			14.047			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.53	7,750			8.198			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.90	126,980	0.73	1,052	1.148	0.03555	4.6633	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	10.83	42			14.047			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)			0.33	3				
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	15.07	102	6.48	23	10.346	2.38811	3.5971	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	6.50	137			8.425			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	24.67	124	5.74	23	20.643	4.68651	4.0393	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	5.30	47			7.914			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	25.59	22			15.287			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	7.83	6			5.307			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)	7 days			4.29	14				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	32.29	149			56.880			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/KY (days)	R&B (POTS)	3.19	36			3.544			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice	2.00	3			0.000			
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY (days)	R&B	32.29	149	5.67	3	56.880	33.16867	0.8026	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY (days)	R&B	3.19	36	0.00	0	3.544			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY (days)	R&B&D - Disp	30.90	158	0.00	0	55.528			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY (days)	R&B&D - Disp	3.24	37	0.00	0	3.507			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/KY (days)	ISDN - BRI								

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B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)	R&B - Disp	32.29	149	0.00	0	56.880			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)	R&B - Disp	3.19	36	0.00	0	3.544			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	32.29	149	0.00	0	56.880			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	3.19	36	0.00	0	3.544			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)	R&B - Disp	32.29	149			56.880			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)	R&B - Disp	3.19	36			3.544			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	32.29	149	0.00	0	56.880			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	3.19	36	0.00	0	3.544			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)	R&B - Disp	32.29	149			56.880			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)	R&B - Disp	3.19	36			3.544			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	32.29	149			56.880			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	3.19	36			3.544			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)	Design	7.89	9			5.110			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)	Design	5.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)	R&B	32.29	149			56.880			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)	R&B	3.19	36			3.544			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	32.29	149			56.880			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	3.19	36			3.544			

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	32.29	149	0.00	0	56.880			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	3.19	36	0.00	0	3.544			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY (days)	Digital Loop < DS1	2.00	1	0.00	0	0.000			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)	Digital Loop >= DS1	3.00	2	0.00	0	0.000			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/KY (%)	R&B (POTS)	0.64%	140,769						
B.2.5.2	P-2	Local Interoffice Transport/KY (%)	DS1/ DS3 - Interoffice	45.91%	281						
B.2.5.3	P-2	Loop + Port Combinations/KY (%)	R&B	0.64%	141,760	0.22%	6,266		0.00103	4.0501	YES
B.2.5.4	P-2	Combo Other/KY (%)	R&B&D - Disp	10.90%	9,835	0.00%	1		0.31165	0.3497	YES
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	ADSL to Retail			8.33%	12				
B.2.5.6	P-2	UNE ISDN/KY (%)	ISDN - BRI	11.11%	153	57.14%	7		0.12147	-3.7896	NO
B.2.5.7	P-2	Line Sharing/KY (%)	ADSL to Retail								
B.2.5.8	P-2	2W Analog Loop Design/KY (%)	R&B - Disp	0.64%	141,760						
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)	R&B (POTS) excl SB Or	1.15%	77,799	0.00%	56		0.01426	0.8075	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)	R&B - Disp	0.64%	141,760						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	R&B (POTS) excl SB Or	1.15%	77,799						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)	R&B - Disp	0.64%	141,760						
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	R&B (POTS) excl SB Or	1.15%	77,799						
B.2.5.14	P-2	Other Design/KY (%)	Design	21.48%	768						
B.2.5.15	P-2	Other Non-Design/KY (%)	R&B	0.64%	141,760						
B.2.5.16	P-2	INP (Standalone)/KY (%)	R&B (POTS)	0.64%	140,769						
B.2.5.17	P-2	LNP (Standalone)/KY (%)	R&B (POTS)	0.64%	140,769	0.00%	998		0.00253	2.5195	YES
B.2.5.18	P-2	Digital Loop < DS1/KY (%)	Digital Loop < DS1	11.92%	260	26.32%	19		0.07701	-1.8689	NO
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)	Digital Loop >= DS1	26.50%	200	73.33%	30		0.08641	-5.4200	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			0.79%	382				Diagnostic
B.2.6.4	P-2	Combo Other/KY (%)	Diagnostic			33.33%	30				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.6.7	P-2	Line Sharing/KY (%)	Diagnostic			0.00%	43				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.6.17	P-2	LNP (Standalone)/KY (%)	Diagnostic			0.00%	59				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic			0.00%	2				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/KY (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)	>= 48 hrs			165.48	10				YES
B.2.8.4	P-2	Combo Other/KY (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	>= 48 hrs			170.15	1				YES
B.2.8.6	P-2	UNE ISDN/KY (hours)	>= 48 hrs			340.43	3				YES
B.2.8.7	P-2	Line Sharing/KY (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)	>= 48 hrs								
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/KY (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/KY (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)	>= 48 hrs			297.86	4				YES
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)	>= 48 hrs			194.90	22				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/KY (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)	Diagnostic			103.95	2				Diagnostic
B.2.9.4	P-2	Combo Other/KY (hours)	Diagnostic			332.11	10				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/KY (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/KY (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)	Diagnostic								Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/KY (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/KY (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/KY (%)	95% >= 48 hrs			100.00%	10				YES
B.2.10.4	P-2	Combo Other/KY (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.6	P-2	UNE ISDN/KY (%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.7	P-2	Line Sharing/KY (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/KY (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	95% >= 48 hrs								

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B.2.10.14	P-2	Other Design/KY (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/KY (%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)	95% >= 48 hrs			100.00%	22				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B.2.11.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.2.11.4	P-2	Combo Other/KY (%)	Diagnostic			100.00%	10				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/KY (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/KY (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic								Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/KY (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/KY (%)	>= 95% w in 15 min			100.00%	1				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/KY (%)	<= 5%			0.00%	1				YES
B.2.13.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.13.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/KY (%)	>= 95% w in 15 min			100.00%	1				YES
B.2.14.2	P-7A	Time-Specific SL2/KY (%)	>= 95% w in 15 min								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)	>= 95% w in 15 min								
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/KY (%)	<= 5%			0.00%	1				YES
B.2.15.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/KY (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (minutes)	Diagnostic								Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)	<= 5%								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	13.21%	8,730						

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B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	131,963						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	5.88%	51						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)								
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	2.70%	259						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	13.00%	8,906	6.67%	195		0.02435	2.6023	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	132,272	0.05%	6,449		0.00022	-0.8232	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	63,141	0.00%	2,043		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	0.05%	69,131	0.07%	4,406		0.00036	-0.3603	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	5.26%	57	0.00%	2		0.16064	0.3276	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	500	0.00%	7		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	21	0.00%	2		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	479	0.00%	5		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	12.42%	9,524	0.00%	31		0.05933	2.0934	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	12.42%	9,524						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	3.60%	111						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	3.60%	111						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	16				
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	1.82%	55	10.00%	10		0.04593	-1.7813	NO
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	87						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	1				
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail			0.00%	43				
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	13.00%	8,906	0.00%	1		0.33635	0.3866	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	13.00%	8,906						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.21%	8,730	0.00%	57		0.04499	2.9356	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.05%	68,928						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	5.88%	51						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	13.00%	8,906						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	13.00%	8,906						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.21%	8,730	0.00%	1		0.33859	0.3901	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.05%	68,928						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	5.88%	51						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	13.00%	8,906						
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	13.00%	8,906						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	5.26%	57						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	13.21%	8,730						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.05%	68,928						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	5.88%	51						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)	Design	4.05%	618						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	82						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)	Design	1.85%	54						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	4						

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B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	13.00%	8,906						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	132,272						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	5.26%	57						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	500						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	13.21%	8,730						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	131,963						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	5.88%	51						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)								
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	13.21%	8,730						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	131,963	0.00%	1,051		0.00052	0.5408	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	5.88%	51						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)			0.00%	4				
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	0.91%	110	3.85%	26		0.02070	-1.4191	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.00%	138						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	4.65%	129	0.00%	35		0.04014	1.1589	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	48						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	23						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	6						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.93%	8,062						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.79%	122,737						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	14.63%	41						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	7.95%	365						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	11.82%	8,259	11.70%	171		0.02494	0.0487	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	3.78%	123,029	3.66%	4,777		0.00281	0.4303	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	3.48%	58,612	3.22%	1,862		0.00432	0.6022	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	4.06%	64,417	3.95%	2,915		0.00374	0.3061	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	27.69%	65	0.00%	2		0.32125	0.8620	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	5.26%	19	0.00%	1		0.22910	0.2297	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	4						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	6.67%	15	0.00%	1		0.25762	0.2588	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	11.36%	8,987	10.00%	20		0.07104	0.1916	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	11.36%	8,987						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	27.69%	65						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	27.69%	65						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	1	0.00%	19		0.00000		YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	14.04%	57	18.18%	11		0.11439	-0.3625	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	24						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	0.00%	1	0.00%	2		0.00000		YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail			14.63%	41				
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.93%	8,062	14.29%	42		0.05015	-0.4692	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	4.07%	64,231						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.63%	41						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.93%	8,062						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	4.07%	64,231						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.63%	41						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.82%	8,259						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	27.69%	65						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.93%	8,062	0.00%	1		0.32419	0.3681	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	4.07%	64,231						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	14.63%	41						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)	Design	6.18%	728						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.72%	139						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)	Design								
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	11.82%	8,259						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	3.78%	123,029						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	27.69%	65						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	5.26%	19						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.93%	8,062						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.79%	122,737						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	14.63%	41						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.93%	8,062						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.79%	122,737	0.00%	1,197		0.00554	6.8300	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	14.63%	41						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	1		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	9.57%	115	6.67%	30		0.06030	0.4807	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	1.00%	100						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	5.78%	225	2.56%	39		0.04047	0.7941	YES
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	2.41%	83						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	5						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	2.44	8,694			17.727			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.73	131,695			8.884			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.46	51			7.627			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)								
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice	145.37	259			267.613			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	R&B	2.56	8,870	0.06	150	20.903	1.72111	1.4469	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.74	132,004	0.31	6,112	8.917	0.11666	3.6547	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	R&B	0.88	62,968	0.31	1,888	9.455	0.22085	2.5727	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	R&B	0.61	69,036	0.31	4,224	8.393	0.13303	2.2217	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	R&B	2.65	57	0.02	1	12.277	12.38408	0.2130	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.78	500			8.043			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	R&B	0.26	21			0.120			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	R&B	0.80	479			8.217			

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			Benchmark/ Analog	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	20.18	9,483	25.05	1	127.733	127.73984	-0.0381	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	20.18	9,483			127.733			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B&D - Disp	42.10	111			149.093			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	42.10	111			149.093			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	ADSL to Retail			0.42	12	0.955			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ISDN - BRI	36.93	55	11.49	9	41.391	14.88322	1.7095	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI	0.83	87			3.214			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	2.44	8,694	0.28	55	17.727	2.39780	0.8992	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.60	68,833			8.389			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.46	51			7.627			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	2.44	8,694			17.727			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.60	68,833			8.389			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.46	51			7.627			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.56	8,870			20.903			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	2.65	57			12.277			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	2.44	8,694			17.727			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.60	68,833			8.389			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.46	51			7.627			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Design	275.21	613			420.482			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	35.01	81			94.039			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design	83.73	54			206.243			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design	80.64	4			70.565			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	2.56	8,870			20.903			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.74	132,004			8.917			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	2.65	57			12.277			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.78	500			8.043			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	2.44	8,694			17.727			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.73	131,695			8.884			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.46	51			7.627			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)								
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	2.44	8,694			17.727			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.73	131,695	0.27	995	8.884	0.28271	1.6137	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.46	51			7.627			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)			0.27	3	0.127			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	60.11	108	5.17	21	96.953	23.12249	2.3762	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1	3.00	138			8.862			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DS1								

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B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	171.11	127	26.32	33	308.188	60.21674	2.4044	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	18.04	48			63.728			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	129.41	23			265.996			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	39.29	6			68.208			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	Diagnostic			16.53	44				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			5.62	334				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	Diagnostic			4.63	152				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	Diagnostic			6.45	182				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	Diagnostic			21.37	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			19.46	7				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	Diagnostic			14.00	2				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	Diagnostic			21.65	5				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	Diagnostic			75.79	30				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	Diagnostic			15.20	4				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic			20.23	1				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.29	43				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	Diagnostic			19.68	1				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic			19.34	2				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic			21.90	1				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic

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B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			4.06	58				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.30	1				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic			16.20	5				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic			18.61	2				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.69	60				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.90	2,664				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.29	8				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			9.50	5				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.92	21				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic			0.78	689				Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			6.29	13				Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			6.17	17				Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.22	39				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.32	685				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			9.21	1				Diagnostic

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B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.10	2				Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			16.08	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.96	2				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic			0.88	303				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic			1.10	3				Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			8.10	3				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			2.84	8				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			3.25	13				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			5.60	3				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			10.07	8				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.53	2				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			9.09	1				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.49	2				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.61	57				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.05	3				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			7.09	2				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			4.64	58				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.03	1,964				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.61	4				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			13.23	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.92	21				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.78	689				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.33	5				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.26	12				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.29	37				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.30	639				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			16.08	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.96	2				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.88	299				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.10	3				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			16.08	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			2.84	8				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			3.25	12				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			5.60	3				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			12.08	6				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.97	1				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.49	2				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.61	57				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.97	1				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.95	1				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/KY (%)	>= 95% w in 15 min			73.10%	565				NO
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)	Diagnostic			12.24%	147				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)	Diagnostic			9.84%	3,801				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)	Diagnostic			9.52%	21				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	Diagnostic			0.00%	14				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY (%)	Diagnostic			0.00%	9				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)	Diagnostic			0.00%	43				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)	Diagnostic			3.33%	30				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)	Diagnostic			18.69%	1,054				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	Diagnostic			0.00%	23				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	Diagnostic			9.09%	22				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% of requests			100.00%	15				YES
B.2.33.2	P-8	xDSL Other/KY (%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	220				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			91.11%	90				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	21				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			94.12%	17				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%			97.60%	250				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%			99.43%	350				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%			98.98%	98				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			98.99%	99				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY (%)	R&B (POTS)	13.94%	24,644						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	2.24%	9,324						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.88%	113	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	120	0.00%	1		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)	R&B	13.95%	24,881	7.12%	646		0.01381	4.9486	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	2.33%	9,502	3.19%	188		0.01110	-0.7798	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)	R&B&D - Disp	13.63%	25,548	0.00%	5		0.15345	0.8882	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	13.63%	25,548	0.00%	3		0.19810	0.6880	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	49.02%	408	0.00%	3		0.28968	1.6922	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	3.10%	773	0.00%	0				YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	28	0.00%	2		0.00000		YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	3.33%	30	0.00%	1		0.18247	0.1827	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	49.02%	408	0.00%	2		0.35435	1.3834	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	3.10%	773	0.00%	8		0.06164	0.5037	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	13.95%	24,881	0.00%	8		0.12253	1.1389	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	13.95%	24,881	0.00%	8		0.12253	1.1389	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	13.91%	24,585	0.00%	1		0.34603	0.4019	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	2.36%	8,379	0.00%	1		0.15190	0.1556	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)	Design	1.50%	667	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)	Design	1.25%	641	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)	R&B	13.95%	24,881	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)	R&B	2.33%	9,502	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	13.94%	24,644						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	2.24%	9,324						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)	R&B (POTS)	2.38%	1,034,867						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	0.90%	1,034,867						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.28%	8,846	0.00%	50		0.01603	0.7969	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	1.36%	8,846	2.00%	50		0.01652	-0.3895	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)	R&B	2.24%	1,110,836	1.39%	46,334		0.00071	11.9163	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	0.86%	1,110,836	0.41%	46,334		0.00044	10.2532	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)	R&B&D - Disp	2.01%	1,271,215	2.16%	232		0.00931	-0.1563	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	2.01%	1,271,215	1.29%	232		0.00931	0.7699	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	1.44%	28,297	0.77%	390		0.00612	1.0987	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	2.73%	28,297	0.00%	390		0.00843	3.2417	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.85%	3,281	0.39%	515		0.00438	1.0621	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.91%	3,281	0.19%	515		0.00453	1.5890	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)	ADSL to Retail	1.44%	28,297	0.46%	434		0.00581	1.6891	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	2.73%	28,297	1.84%	434		0.00799	1.1113	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	2.24%	1,110,836	0.38%	2,109		0.00326	5.7036	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	2.24%	1,110,836	0.38%	2,109		0.00326	5.7036	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	2.38%	1,034,867	0.85%	117		0.01425	1.0673	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	0.81%	1,034,867	0.85%	117		0.00832	-0.0541	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)	Design	0.42%	160,379	0.00%	15		0.01665	0.2498	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY (%)	Design	0.40%	160,379	0.00%	15		0.01632	0.2448	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)	R&B	2.24%	1,110,836	0.00%	121		0.01361	1.6462	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY (%)	R&B	0.86%	1,110,836	0.00%	121		0.00841	1.0173	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	2.38%	1,034,867						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	0.90%	1,034,867						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)	R&B (POTS)	28.11	24,644			39.144			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)	R&B (POTS)	10.92	9,324			28.469			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)	DS1/DS3	4.83	113	0.00	0	4.610			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)	DS1/DS3	1.71	120	2.08	1	2.702	2.71363	-0.1383	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)	R&B	27.96	24,881	15.20	646	39.037	1.55572	8.2035	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)	R&B	10.80	9,502	11.04	188	28.244	2.08021	-0.1149	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)	R&B&D - Disp	27.37	25,548	2.38	5	38.703	17.31011	1.4438	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)	R&B&D - Disp	27.37	25,548	2.93	3	38.703	22.34639	1.0939	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)	ADSL to Retail	42.16	408	3.69	3	57.080	33.07587	1.1628	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)	ADSL to Retail	2.77	773	0.00	0	14.820			YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)	ISDN - BRI	5.12	28	2.98	2	3.873	2.83467	0.7576	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)	ISDN - BRI	6.04	30	4.83	1	10.425	10.59710	0.1138	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY (hours)	ADSL to Retail	42.16	408	48.50	2	57.080	40.46019	-0.1568	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY (hours)	ADSL to Retail	2.77	773	8.38	8	14.820	5.26659	-1.0648	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)	R&B - Disp	27.96	24,881	4.78	8	39.037	13.80401	1.6799	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)	R&B - Disp	27.96	24,881	3.39	8	39.037	13.80401	1.7800	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)	R&B (POTS) excl SB FT	28.08	24,585	2.00	1	39.122	39.12304	0.6666	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)	R&B (POTS) excl SB FT	11.79	8,379	19.00	1	29.819	29.82088	-0.2416	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)	Design	5.27	667	0.00	0	5.123			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)	Design	2.87	641	0.00	0	5.471			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)	R&B	27.96	24,881	0.00	0	39.037			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)	R&B	10.80	9,502	0.00	0	28.244			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY (hours)	R&B (POTS)	28.11	24,644			39.144			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)	R&B (POTS)	10.92	9,324			28.469			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)	R&B (POTS)	19.22%	24,644						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	14.02%	9,324						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	28.32%	113	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	13.33%	120	0.00%	1		0.34135	0.3906	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)	R&B	19.19%	24,881	15.02%	646		0.01569	2.6585	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	13.97%	9,502	18.09%	188		0.02553	-1.6137	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)	R&B&D - Disp	19.30%	25,548	20.00%	5		0.17651	-0.0396	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	19.30%	25,548	33.33%	3		0.22787	-0.6158	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	24.51%	408	0.00%	3		0.24926	0.9833	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	30.66%	773	0.00%	0				YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	28.57%	28	0.00%	2		0.33065	0.8641	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	10.00%	30	0.00%	1		0.30496	0.3279	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)	ADSL to Retail	24.51%	408	50.00%	2		0.30490	-0.8360	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	30.66%	773	37.50%	8		0.16386	-0.4174	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	19.19%	24,881	0.00%	8		0.13924	1.3780	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	19.19%	24,881	0.00%	8		0.13924	1.3780	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	19.21%	24,585	0.00%	1		0.39397	0.4876	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	14.37%	8,379	0.00%	1		0.35080	0.4096	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)	Design	23.54%	667	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)	Design	17.00%	641	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)	R&B	19.19%	24,881	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)	R&B	13.97%	9,502	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	19.22%	24,644						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	14.02%	9,324						

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				Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)		R&B (POTS)	14.99%	15,555						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)		R&B (POTS)	5.85%	2,649						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)		DS1/DS3	0.88%	113	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)		DS1/DS3	0.00%	120	0.00%	1		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)		R&B	14.96%	15,689	6.89%	421		0.01761	4.5820	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)		R&B	5.88%	2,738	20.79%	101		0.02384	-6.2559	NO
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)		R&B&D - Disp	14.41%	16,356	0.00%	5		0.15708	0.9174	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)		R&B&D - Disp	14.41%	16,356	0.00%	3		0.20278	0.7106	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)		ADSL to Retail	49.02%	408	0.00%	3		0.28968	1.6922	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)		ADSL to Retail	3.10%	773	0.00%	0				YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)		ISDN - BRI	0.00%	28	0.00%	2		0.00000		YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)		ISDN - BRI	3.33%	30	0.00%	1		0.18247	0.1827	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)		ADSL to Retail	49.02%	408	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)		ADSL to Retail	3.10%	773	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)		R&B - Disp	14.96%	15,689	0.00%	8		0.12614	1.1860	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)		R&B - Disp	14.96%	15,689	0.00%	8		0.12614	1.1860	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)		R&B (POTS) excl SB FT	14.99%	15,552	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)		R&B (POTS) excl SB FT	5.85%	2,648	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)		Design	1.50%	667	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)		Design	1.25%	641	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)		R&B	14.96%	15,689	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)		R&B	5.88%	2,738	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)		R&B (POTS)	14.99%	15,555						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)		R&B (POTS)	5.85%	2,649						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B.4.1	B-1	KY (%)		BST - State	98.37%	$101,705,956	99.90%	$1,608,954		0.00010	-151.8187	YES
	Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region (business days)		BST - Region	3.24	1	3.32	1,713		-		NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/KY (%)	Diagnostic			50.00%	26				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			92.31%	13				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			100.00%	22				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%			100.00%	22				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/KY (days)	Parity w Retail	25.62	41	11.50	2	18.010	13.04210	1.0825	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	39	0.00%	7		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	41	0.00%	13		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	1.36%	3,534	0.00%	470		0.00568	2.3900	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	175.69	41	4.99	13	269.059	85.64069	1.9932	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			12.22	2				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	2				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%	205				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	125				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	2				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	15				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	12	0.00%	0				YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	90,950	0.00%	19,429		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.01%	90,950	0.00%	19,429		0.00009	1.4534	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	2.52	12	0.00	0	0.000			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	12	0.00%	0				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	12	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	KY (%)	BST - State	98.37%	$101,705,956	99.53%	$394,672		0.00020	-57.4819	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.47	1	4.30	9,590				YES
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs			0					YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Operations Support Systems - Pre-Ordering											
% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.96%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.97%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.96%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC											
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.31%					NO
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)											
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.71	1,875,902	1.67	432,083				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.67	432,833				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	1.06	290,626				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	1.06	290,626				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.77	951,947	1.03	112,631				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.58	347,815	1.03	112,631				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	2.84	901				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	2.84	901				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	1.76	1,451,266				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	1.76	1,451,266				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	3.38	41,314				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	3.38	41,314				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.15	9,804,361	0.58	91,791				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.68	733,705	0.58	91,791				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)											
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.71	1,875,902	1.42	398,855				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.80	9,499	1.42	398,855				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.84	4,739,402	2.19	107,368				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.59	882,824	2.19	107,368				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.60	1,022				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.60	1,022				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.77	951,947	1.54	30,206				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.58	347,815	1.54	30,206				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.61	1,567,022	0.89	243,141				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.55	340,804	0.89	243,141				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.07	4,861,223	2.49	674,657				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.85	611,939	2.49	674,657				YES
Operations Support Systems - Maintenance and Repair											

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.94%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			99.75%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			99.90%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			99.93%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	96.26%	1,743,341	96.07%	134,999		0.00054	3.3961	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.49%	53,883	3.63%	2,808		0.00302	-3.7704	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.30%	32,203	8.61%	5,761		0.00290	-14.8310	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.70%	1,743,263	99.66%	138,543		0.00015	2.3171	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.64%	1,277,836	97.39%	80,801		0.00055	4.5916	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.26%	117,343	99.17%	7,127		0.00104	0.8603	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	37.13%	6,874	22.75%	167		0.03784	3.7980	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.89%	224,543	99.94%	19,073		0.00025	-2.0246	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	86.40%	65,839	85.56%	5,057		0.00500	1.6674	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.15%	1,743,341	99.46%	134,999		0.00026	-12.0851	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	76.03%	53,883	83.37%	2,808		0.00826	-8.8777	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	65.56%	32,203	43.46%	5,761		0.00680	32.4990	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.83%	1,743,263	99.83%	138,543		0.00011	0.3690	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.82%	1,277,836	99.63%	80,801		0.00015	12.2289	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.35%	117,343	99.44%	7,127		0.00098	-0.8832	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.29%	6,874	99.40%	167		0.00659	-0.1731	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.99%	224,543	100.00%	19,073		0.00007	-1.2823	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.70%	65,839	99.58%	5,057		0.00080	1.4334	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.85%	1,743,341	0.54%	134,999		0.00026	12.0851	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	23.97%	53,883	16.63%	2,808		0.00826	8.8777	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	34.44%	32,203	56.54%	5,761		0.00680	-32.4990	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.17%	1,743,263	0.17%	138,543		0.00011	-0.3690	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.18%	1,277,836	0.37%	80,801		0.00015	-12.2289	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.65%	117,343	0.56%	7,127		0.00098	0.8832	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	72.09%	6,642	64.04%	712		0.01769	4.5462	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.71%	6,874	0.60%	167		0.00659	0.1731	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	85.89%	64,344	77.74%	5,817		0.00477	17.0999	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.01%	224,543	0.00%	19,073		0.00007	1.2823	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.30%	65,839	0.42%	5,057		0.00080	-1.4334	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/KY (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 30 days								
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 30 days			13	3				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/KY (calendar days)	<= 90 days			31	4				YES
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days								
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed								
E.1.3.2	C-3	Physical/KY (%)	< 5% missed			0.00%	4				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			88.47%	455,659				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			89.52%	187,816				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			76.17%	4,864				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			87.94%	262,979				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			81.19%	496,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			82.63%	203,468				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			54.74%	6,768				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			80.79%	286,283				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.09%	10,967				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days								
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min			100.00%	205				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 5 bus days			100.00%	3				YES
F.3.1.2	O-10	Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days								
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	282.45	6,382,181	40.05	44,308				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	53.70	2,241,269	24.35	101,422				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	KY (seconds)	PBD			4.26					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD			84.20%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD			4.42					PBD
	% Answered in 12 seconds										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2	KY (%)	PBD			90.50%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	KY (hours)	PBD			0.94	1,926				PBD
	% Accuracy										
F.8.2	E-2	KY (%)	PBD			97.22%	110,621				PBD
	% Timeliness										
F.8.3	E-1	KY (%)	PBD			100.00%	1,926				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.70%	3,330	99.34%	26,909		0.00101	3.5564	NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.00%	55,284	97.94%	619,230,222		0.00042	24.9559	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.65%	55,284	99.98%	619,230,222		0.00025	-13.1550	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.34	55,284	2.21	619,230,222				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/KY (%)	Parity w Retail	90.35%	$3,370,823	99.43%	$120,290		0.00279	-32.5505	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%			91.62%	$116,159				YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			87.45%	$2,213				NO
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/KY (%)	Parity w Retail	88.27%	$4,420,133	98.98%	$142,179		0.00253	-42.2778	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			98.75%	$135,481				YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			93.05%	$32,024				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	KY (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	KY (%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	KY (%)	>= 95% w in 5 days			100.00%	1				YES
	Average Documentation Release Delay Days										
F.10.5	CM-4	KY (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	KY (%)	>= 97% w in 15 min			100.00%	19				YES
	% Software Errors Corrected within 10 Business Days										
F.10.7	CM-6A	Region (%)	>= 95% w in 10 days			100.00%	4				YES
	% Software Errors Corrected within 30 Business Days										
F.10.8	CM-6B	Region (%)	>= 95% w in 30 days								
	% Software Errors Corrected within 45 Business Days										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6C	Region (%)	>= 95% w in 45 days								
		% Change Requests Accepted or Rejected within 10 Business Days									
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	7				YES
		% Change Requests Rejected Within The Reporting Period									
F.10.11	CM-8	Region (%)	Diagnostic			71.43%	7				Diagnostic
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented									
F.10.12	CM-9A	Region (number)	= 0 Defects								
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented									
F.10.13	CM-9B	Region (number)	= 0 Defects			3					NO
		Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented									
F.10.14	CM-9C	Region (number)	= 0 Defects			4					NO
		% Test Deck Weight Failure in Production Release									
F.10.15	CM-10	Region (%)	<= 5%			0.00%	100				YES
		% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented									
F.10.16	CM-11A	Region (%)	>= 95% w in 60 days								
		% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented									
F.10.17	CM-11B	Region (%)	>= 95% w in 60 days								
	General - New Business Requests										
		% New Business Requests Processed within 30 Business Days									
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES
		% Quotes Provided within 10 Business Days									
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days								
		% Quotes Provided within 30 Business Days									
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	6				YES
		% Quotes Provided within 60 Business Days									
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	2				YES
	General - Ordering										
		Acknowledgement Message Timeliness									
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			99.95%	194,313				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	422,794				YES
		Acknowledgement Message Completeness									
F.12.2.1	O-2	EDI/Region (%)	100%			99.94%	194,435				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	422,795				NO
	General - Database Updates										
		Average Database Update Interval									
F.13.1.1	D-1	LIDB/KY (hours)	PBD	0.29	22	0.29	22				PBD
F.13.1.2	D-1	Directory Listings/KY (hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/KY (hours)	PBD	5.01	24	4.95	24				PBD
		% Update Accuracy									
F.13.2.1	D-2	LIDB/KY (%)	>= 95%			99.48%	1,143				YES
F.13.2.2	D-2	Directory Listings/KY (%)	>= 95%			99.66%	892				YES
F.13.2.3	D-2	Directory Assistance/KY (%)	>= 95%			98.56%	348				YES
		% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3	Region (%)	100%			100.00%	82				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	379	2	289	2				YES