

BellSouth Monthly State Summary Kentucky, September 2002

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-9 Business/KY (%)		95.16%	62				YES
O-9 Design (Specials)/KY (%)							
O-9 PBX/KY (%)							
O-9 Centrex/KY (%)							
O-9 ISDN/KY (%)							

Benchmark/
Analog

>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs

FOC Timeliness - Non-Mechanized

O-9 Residence/KY (%)		100.00%	52				YES
O-9 Business/KY (%)		100.00%	20				YES
O-9 Design (Specials)/KY (%)		100.00%	1				YES
O-9 PBX/KY (%)							
O-9 Centrex/KY (%)							
O-9 ISDN/KY (%)							

>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs

FOC & Reject Response Completeness - Mechanized

O-11 Residence/EDIJKY (%)		100.00%	67				YES
O-11 Residence/TAGIKY (%)		99.96%	6,804				YES
O-11 Business/EDIJKY (%)		100.00%	1				YES
O-11 Business/TAGIKY (%)		100.00%	148				YES
O-11 Design (Specials)/EDIJKY (%)							
O-11 Design (Specials)/TAGIKY (%)							
O-11 PBX/EDIJKY (%)							
O-11 PBX/TAGIKY (%)							
O-11 Centrex/EDIJKY (%)							
O-11 Centrex/TAGIKY (%)							
O-11 ISDN/EDIJKY (%)							
O-11 ISDN/TAGIKY (%)							

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

FOC & Reject Response Completeness - Partially Mechanized

O-11 Residence/EDIJKY (%)		100.00%	6				YES
O-11 Residence/TAGIKY (%)		100.00%	724				YES
O-11 Business/EDIJKY (%)		100.00%	1				YES
O-11 Business/TAGIKY (%)		100.00%	97				YES
O-11 Design (Specials)/EDIJKY (%)							
O-11 Design (Specials)/TAGIKY (%)							
O-11 PBX/EDIJKY (%)							
O-11 PBX/TAGIKY (%)							
O-11 Centrex/EDIJKY (%)							
O-11 Centrex/TAGIKY (%)							
O-11 ISDN/EDIJKY (%)							
O-11 ISDN/TAGIKY (%)							

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

FOC & Reject Response Completeness - Non-Mechanized

O-11 Residence/KY (%)		97.75%	89				YES
O-11 Business/KY (%)		97.73%	44				YES
O-11 Design (Specials)/KY (%)		100.00%	1				YES
O-11 PBX/KY (%)							
O-11 Centrex/KY (%)		100.00%	4				YES
O-11 ISDN/KY (%)		66.67%	3				NO

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

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

O-11 Residence/EDIJKY (%)		100.00%	67				YES
O-11 Residence/TAGIKY (%)		99.86%	6,575				YES
O-11 Business/EDIJKY (%)		100.00%	1				YES
O-11 Business/TAGIKY (%)		100.00%	148				YES
O-11 Design (Specials)/EDIJKY (%)							
O-11 Design (Specials)/TAGIKY (%)							
O-11 PBX/EDIJKY (%)							
O-11 PBX/TAGIKY (%)							
O-11 Centrex/EDIJKY (%)							
O-11 Centrex/TAGIKY (%)							
O-11 ISDN/EDIJKY (%)							
O-11 ISDN/TAGIKY (%)							

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

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Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%							
>= 95%							

A.1.17.6.1	ISDN/EDI/KY (%)						
A.1.17.6.2	ISDN/TAG/KY (%)						

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

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

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

A.1.19.1	Residence/KY (%)						
A.1.19.2	Business/KY (%)						
A.1.19.3	Design (Specials)/KY (%)						
A.1.19.4	PBX/KY (%)						
A.1.19.5	Centrex/KY (%)						
A.1.19.6	ISDN/KY (%)						

Resale - Provisioning

Order Completion Interval		Res	Res	Res	Res	Res	Res
A.2.1.1.1.1	Residence/<10 circuits/Dispatch/KY (days)	7.28	4,767	6.49	215	7.229	0.50398
A.2.1.1.1.2	Residence/<10 circuits/Non-Dispatch/KY (days)	1.05	99,853	0.59	3,968	1.169	0.01892
A.2.1.1.2.1	Residence/>=10 circuits/Dispatch/KY (days)	7.13	8			6.081	
A.2.1.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (days)						
A.2.1.2.1.1	Business/<10 circuits/Dispatch/KY (days)	5.32	1,571	4.87	23	10.245	2.15178
A.2.1.2.1.2	Business/<10 circuits/Non-Dispatch/KY (days)	1.11	8,254	0.80	109	2.131	0.20548
A.2.1.2.2.1	Business/>=10 circuits/Dispatch/KY (days)	18.76	25			18.310	
A.2.1.2.2.2	Business/>=10 circuits/Non-Dispatch/KY (days)	2.00	1			0.000	
A.2.1.3.1.1	Design (Specials)/<10 circuits/Dispatch/KY (days)	20.93	518			17.596	
A.2.1.3.1.2	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	12.28	122	9.00	1	18.356	18.43071
A.2.1.3.2.1	Design (Specials)/>=10 circuits/Dispatch/KY (days)	23.14	14			5.803	
A.2.1.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)						
A.2.1.4.1.1	PBX/<10 circuits/Dispatch/KY (days)	4.58	12			2.575	
A.2.1.4.1.2	PBX/<10 circuits/Non-Dispatch/KY (days)	1.54	41	1.17	2	1.668	1.20783
A.2.1.4.2.1	PBX/>=10 circuits/Dispatch/KY (days)						
A.2.1.4.2.2	PBX/>=10 circuits/Non-Dispatch/KY (days)	8.17	8	0.33	1	11.842	12.55986
A.2.1.5.1.1	Centrex/<10 circuits/Dispatch/KY (days)	3.68	92			2.752	
A.2.1.5.1.2	Centrex/<10 circuits/Non-Dispatch/KY (days)	2.19	332			1.740	
A.2.1.5.2.1	Centrex/>=10 circuits/Dispatch/KY (days)	11.09	11			15.802	
A.2.1.5.2.2	Centrex/>=10 circuits/Non-Dispatch/KY (days)	1.73	5	2.00	1	1.517	1.66132
A.2.1.6.1.1	ISDN/<10 circuits/Dispatch/KY (days)	12.36	75	11.00	1	8.347	8.40207
A.2.1.6.1.2	ISDN/<10 circuits/Non-Dispatch/KY (days)	3.22	129	1.00	1	7.975	8.00598
A.2.1.6.2.1	ISDN/>=10 circuits/Dispatch/KY (days)	17.43	17			12.249	
A.2.1.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY (days)	11.65	18			14.779	

Held Orders

A.2.2.1.1.1	Residence/<10 circuits/Facility/KY (days)	41.53	113	7.00	2	68.615	48.94534
A.2.2.1.1.2	Residence/<10 circuits/Equipment/KY (days)	0.00	0	0.00	0		
A.2.2.1.1.3	Residence/<10 circuits/Other/KY (days)	22.67	3	0.00	0	21.362	
A.2.2.1.2.1	Residence/>=10 circuits/Facility/KY (days)	0.00	0				
A.2.2.1.2.2	Residence/>=10 circuits/Equipment/KY (days)	0.00	0				
A.2.2.1.2.3	Residence/>=10 circuits/Other/KY (days)	0.00	0				

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A.2.25.3.1.1
A.2.25.3.1.2
A.2.25.3.2.1
A.2.25.3.2.2

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

Benchmark/
Analog
>= 95%
>= 95%
>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	20,076	96.11%	36				NO
	8,100	97.44%	39				YES
	2,637	80.00%	5				NO
	1,091	100.00%	22				YES

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)
A.3.1.2	M&R-1	Business/Dispatch/KY (%)
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)
A.3.1.3	M&R-1	Design (Specials)/Dispatch/KY (%)
A.3.1.3.1	M&R-1	Design (Specials)/Non-Dispatch/KY (%)
A.3.1.4	M&R-1	PBX/Dispatch/KY (%)
A.3.1.4.1	M&R-1	PBX/Non-Dispatch/KY (%)
A.3.1.5	M&R-1	Centrex/Dispatch/KY (%)
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)
A.3.1.6	M&R-1	ISDN/Dispatch/KY (%)
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)

Res	14.26%	20,076	9.51%	515	0.01560	3.0415	YES
Res	4.60%	8,100	3.45%	58	0.02762	0.4188	YES
Bus	13.39%	2,637	18.57%	70	0.04123	-1.2574	YES
Bus	3.57%	1,091	14.29%	7	0.07040	-1.5215	YES
Design	1.73%	519	0.00%	6	0.05360	0.3235	YES
Design	0.00%	477	0.00%	12	0.00000		YES
PBX	8.20%	61	100.00%	1	0.27655	-3.3195	NO
PBX	4.26%	47	0.00%	0			YES
Centrex	20.71%	169	0.00%	7	0.15630	1.3250	YES
Centrex	5.08%	118	0.00%	0			YES
ISDN	6.25%	32	0.00%	0			YES
ISDN	2.38%	42	0.00%	0			YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)
A.3.2.2	M&R-2	Business/Dispatch/KY (%)
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)
A.3.2.3	M&R-2	Design (Specials)/Dispatch/KY (%)
A.3.2.3.1	M&R-2	Design (Specials)/Non-Dispatch/KY (%)
A.3.2.4	M&R-2	PBX/Dispatch/KY (%)
A.3.2.4.1	M&R-2	PBX/Non-Dispatch/KY (%)
A.3.2.5	M&R-2	Centrex/Dispatch/KY (%)
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)
A.3.2.6	M&R-2	ISDN/Dispatch/KY (%)
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)

Res	2.43%	825,080	2.75%	18,760	0.00115	-2.7088	NO
Res	0.98%	825,080	0.31%	18,760	0.00073	9.1932	YES
Bus	1.30%	202,800	1.39%	5,041	0.00163	-0.5432	YES
Bus	0.54%	202,800	0.14%	5,041	0.00105	3.8163	YES
Design	0.63%	82,187	0.73%	818	0.00279	-0.3653	YES
Design	0.58%	82,187	1.47%	818	0.00268	-3.3121	NO
PBX	0.16%	37,051	0.12%	835	0.00144	0.3161	YES
PBX	0.13%	37,051	0.00%	835	0.00125	1.0178	YES
Centrex	0.30%	56,120	1.93%	362	0.00289	-5.6421	NO
Centrex	0.21%	56,120	0.00%	362	0.00242	0.8696	YES
ISDN	0.05%	61,332	0.00%	539	0.00099	0.5280	YES
ISDN	0.07%	61,332	0.00%	539	0.00113	0.6048	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)
A.3.3.2	M&R-3	Business/Dispatch/KY (hours)
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)
A.3.3.3	M&R-3	Design (Specials)/Dispatch/KY (hours)
A.3.3.3.1	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)
A.3.3.4	M&R-3	PBX/Dispatch/KY (hours)
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)
A.3.3.5	M&R-3	Centrex/Dispatch/KY (hours)
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)
A.3.3.6	M&R-3	ISDN/Dispatch/KY (hours)
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)

Res	28.78	20,076	21.42	515	33.967	1.51584	4.8513	YES
Res	13.26	8,100	13.83	58	28.459	3.75022	-0.1513	YES
Bus	13.72	2,637	13.16	70	27.332	3.30982	0.1692	YES
Bus	4.83	1,091	16.43	7	32.505	12.32506	-0.9411	YES
Design	5.25	519	5.68	6	5.282	2.16895	-0.1993	YES
Design	2.24	477	3.72	12	2.923	0.85430	-1.7307	NO
PBX	9.11	61	27.92	1	11.929	12.02641	-1.5636	YES
PBX	7.16	47	0.00	0	12.149			YES
Centrex	14.69	169	4.14	7	24.514	9.45530	1.1153	YES
Centrex	2.49	118	0.00	0	7.770			YES
ISDN	7.58	32	0.00	0	10.959			YES
ISDN	3.20	42	0.00	0	4.655			YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)
A.3.4.2	M&R-4	Business/Dispatch/KY (%)
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)
A.3.4.3	M&R-4	Design (Specials)/Dispatch/KY (%)
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)
A.3.4.4	M&R-4	PBX/Dispatch/KY (%)
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)
A.3.4.5	M&R-4	Centrex/Dispatch/KY (%)
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)

Res	18.42%	20,076	8.93%	515	0.01730	5.4868	YES
Res	13.86%	8,100	13.79%	58	0.04654	0.0156	YES
Bus	14.68%	2,637	11.43%	70	0.04285	0.7578	YES
Bus	10.72%	1,091	0.00%	7	0.11732	0.9141	YES
Design	26.97%	519	33.33%	6	0.18224	-0.3489	YES
Design	21.38%	477	16.67%	12	0.11984	0.3936	YES
PBX	11.48%	61	0.00%	1	0.32133	0.3571	YES
PBX	14.89%	47	0.00%	0			YES
Centrex	11.24%	169	0.00%	7	0.12184	0.9227	YES
Centrex	6.78%	118	0.00%	0			YES

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

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1	ISDN	12.50%	32	0.00%	0				YES
A.3.4.6.2	ISDN	9.52%	42	0.00%	0				YES
Out of Service > 24 hours									
A.3.5.1.1	Res	18.52%	13,386	11.57%	389		0.01998	3.4792	YES
A.3.5.1.2	Res	12.35%	2,608	7.41%	27		0.06364	0.7761	YES
A.3.5.2.1	Bus	8.07%	1,475	4.65%	43		0.04213	0.8108	YES
A.3.5.2.2	Bus	4.95%	384	0.00%	3		0.12570	0.3936	YES
A.3.5.3.1	Design	1.73%	519	0.00%	6		0.06360	0.3235	YES
A.3.5.3.2	Design	0.00%	477	0.00%	12		0.00000		NO
A.3.5.4.1	PBX	1.85%	54	100.00%	1		0.13606	-7.2136	NO
A.3.5.4.2	PBX	4.76%	42	0.00%	0		0.12146	0.7561	YES
A.3.5.5.1	Centrex	9.18%	98	0.00%	6				YES
A.3.5.5.2	Centrex	1.82%	55	0.00%	0				YES
A.3.5.6.1	ISDN	6.25%	32	0.00%	0				YES
A.3.5.6.2	ISDN	2.38%	42	0.00%	0				YES
Resale - Billing									
Invoice Accuracy									
A.4.1	BST - State	98.50%	\$101,503,391	99.69%	\$1,321,591		0.00011	-112.1513	YES
A.4.2	BST - Region	4.05	1	3.81	1,946				YES
Mean Time to Deliver Invoices - CRIS									
	B-2	Region (business days)							

BellSouth Monthly State Summary Kentucky, September 2002

Benchmark/
Analog

BST
measure

BST
Volume

CLEC
measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B	Code	Description	Benchmark/ Analog	BST measure	BST Volume	CLEC measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.1.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interface Transports/KY (%)	Diagnostic			18.18%	11,012				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic								Diagnostic
B.1.1.4	O-7	Combo Other/KY (%)	Diagnostic			24.32%	37				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	28				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			13.11%	61				Diagnostic
B.1.1.7	O-7	Line Sharing/KY (%)	Diagnostic			17.65%	17				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			6.25%	80				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic								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			34.29%	35				Diagnostic
B.1.1.15	O-7	Other Non-Design/KY (%)	Diagnostic			20.18%	991				Diagnostic
B.1.1.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/KY (%)	Diagnostic			3.41%	1,026				Diagnostic

% Rejected Service Requests - Partially Mechanized

B	Code	Description	Benchmark/ Analog	BST measure	BST Volume	CLEC measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.2.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interface Transports/KY (%)	Diagnostic			32.14%	1,761				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic								Diagnostic
B.1.2.4	O-7	Combo Other/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			72.22%	18				Diagnostic
B.1.2.7	O-7	Line Sharing/KY (%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			80.00%	15				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic								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			24.39%	41				Diagnostic
B.1.2.14	O-7	Other Design/KY (%)	Diagnostic			15.03%	346				Diagnostic
B.1.2.15	O-7	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/KY (%)	Diagnostic			22.29%	341				Diagnostic

% Rejected Service Requests - Non-Mechanized

B	Code	Description	Benchmark/ Analog	BST measure	BST Volume	CLEC measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.3.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interface Transports/KY (%)	Diagnostic			50.46%	109				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			25.00%	8				Diagnostic
B.1.3.4	O-7	Combo Other/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic								Diagnostic
B.1.3.7	O-7	Line Sharing/KY (%)	Diagnostic			71.43%	7				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			91.67%	12				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic			39.29%	28				Diagnostic
B.1.3.14	O-7	Other Design/KY (%)	Diagnostic			32.35%	68				Diagnostic
B.1.3.15	O-7	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.16	O-7	INP Standalone/KY (%)	Diagnostic			0.00%	4				Diagnostic
B.1.3.17	O-13	LNP Standalone/KY (%)	Diagnostic			50.00%	58				Diagnostic

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

Item	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.1.1	>= 95%								
B.1.18.1.2	>= 95%								
B.1.18.2.1	>= 95%								
B.1.18.2.2	>= 95%								
B.1.18.3.1	>= 95%			91.54%	733				NO
B.1.18.3.2	>= 95%			90.63%	1,024				NO
B.1.18.4.1	>= 95%								
B.1.18.4.2	>= 95%								
B.1.18.5.1	>= 95%								
B.1.18.5.2	>= 95%			100.00%	3				YES
B.1.18.6.1	>= 95%			100.00%	1				YES
B.1.18.6.2	>= 95%								
B.1.18.7.1	>= 95%			100.00%	13				YES
B.1.18.7.2	>= 95%			100.00%	5				YES
B.1.18.8.1	>= 95%								
B.1.18.8.2	>= 95%								
B.1.18.9.1	>= 95%								
B.1.18.9.2	>= 95%								
B.1.18.10.1	>= 95%								
B.1.18.10.2	>= 95%			60.00%	15				NO
B.1.18.11.1	>= 95%								
B.1.18.11.2	>= 95%								
B.1.18.12.1	>= 95%								
B.1.18.12.2	>= 95%								
B.1.18.13.1	>= 95%								
B.1.18.13.2	>= 95%								
B.1.18.14.1	>= 95%								
B.1.18.14.2	>= 95%			100.00%	4				YES
B.1.18.15.1	>= 95%			100.00%	37				YES
B.1.18.15.2	>= 95%			93.75%	336				NO
B.1.18.16.1	>= 95%			87.50%	8				NO
B.1.18.16.2	>= 95%								
B.1.18.17.1	>= 95%								
B.1.18.17.2	>= 95%			84.46%	341				NO

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

Item	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.19.1	>= 95%								
B.1.19.2	>= 95%								
B.1.19.3	>= 95%			96.19%	105				YES
B.1.19.4	>= 95%			75.00%	8				NO
B.1.19.5	>= 95%			50.00%	2				NO
B.1.19.6	>= 95%								
B.1.19.7	>= 95%								
B.1.19.8	>= 95%			100.00%	7				YES
B.1.19.9	>= 95%			100.00%	12				YES
B.1.19.10	>= 95%								
B.1.19.11	>= 95%								
B.1.19.12	>= 95%								
B.1.19.13	>= 95%			100.00%	2				YES
B.1.19.14	>= 95%			78.57%	28				NO
B.1.19.15	>= 95%			96.88%	64				YES
B.1.19.16	>= 95%			100.00%	2				YES
B.1.19.17	>= 95%			92.73%	55				NO

Unbundled Network Elements - Provisioning

Order Completion Interval	R&B (POTS)
P-4 Switch Ports<10 circuits/Dispatch(KY) (days)	6.79
	6.338
	8.125

6.79	6.338	8.125
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-4	Switch Ports<10 circuits/Non-Dispatch/KY (days)						
P-4	Switch Ports>=10 circuits/Dispatch/KY (days)						
P-4	Switch Ports>=10 circuits/Non-Dispatch/KY (days)						
P-4	Local Interoffice Transport<10 circuits/Dispatch/KY (days)						
P-4	Local Interoffice Transport<10 circuits/Non-Dispatch/KY (days)						
P-4	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)						
P-4	Local Interoffice Transport>=10 circuits/Non-Dispatch/KY (days)						
P-4	Loop + Port Combinations<10 circuits/Dispatch/KY (days)						
P-4	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)						
P-4	Loop + Port Combinations<10 circuits/Switch Based Orders/KY (days)						
P-4	Loop + Port Combinations<10 circuits/Dispatch In/KY (days)						
P-4	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)						
P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)						
P-4	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (days)						
P-4	Loop + Port Combinations>=10 circuits/Dispatch In/KY (days)						
P-4	Combo Other<10 circuits/Dispatch/KY (days)						
P-4	Combo Other<10 circuits/Dispatch In/KY (days)						
P-4	Combo Other>=10 circuits/Dispatch/KY (days)						
P-4	Combo Other>=10 circuits/Dispatch In/KY (days)						
P-4	UNE ISDN/6 circuits/Dispatch/KY (days)						
P-4	UNE ISDN/6 circuits/Non-Dispatch/KY (days)						
P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)						
P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)						
P-4	UNE ISDN/14 circuits/Dispatch/KY (days)						
P-4	UNE ISDN/14 circuits/Non-Dispatch/KY (days)						
P-4	Line Sharing<6 circuits/Dispatch/KY (days)						
P-4	Line Sharing<6 circuits/Non-Dispatch/KY (days)						
P-4	Line Sharing<6-13 circuits/Dispatch/KY (days)						
P-4	Line Sharing<6-13 circuits/Non-Dispatch/KY (days)						
P-4	Line Sharing>=14 circuits/Dispatch/KY (days)						
P-4	Line Sharing>=14 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop Design<10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop w/NP Design>=10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop w/ NP Design<10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop w/ NP Design<10 circuits/Non-Dispatch/KY (days)						
P-4	2W Analog Loop w/ NP Design>=10 circuits/Dispatch/KY (days)						
P-4	2W Analog Loop w/ NP Design>=10 circuits/Non-Dispatch/KY (days)						
P-4	Other Design<10 circuits/Dispatch/KY (days)						
P-4	Other Design<10 circuits/Non-Dispatch/KY (days)						
P-4	Other Design>=10 circuits/Dispatch/KY (days)						
P-4	Other Design>=10 circuits/Non-Dispatch/KY (days)						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	1.06	108,107			1.288			
R&B (POTS)	15.94	33			16.887			
R&B (POTS)	2.00	1			0.000			
DS1/DS3	18.05	252			14.790			
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	6.74	6,440	5.01	171	8.078	0.62586	2,7610	YES
R&B	1.06	108,599	0.97	4,180	1.300	0.02050	4.6882	YES
R&B	0.33	54,105	0.33	1,859	0.000	0.00000		YES
R&B	1.79	54,494	1.47	2,321	1.523	0.03228	9.6913	YES
R&B	13.46	44	6.00	1	15.439	15.61980	0.4779	YES
R&B	4.81	18	2.50	2	7.838	5.84179	0.3963	YES
R&B	0.33	5			0.000			
R&B	6.54	13	2.50	2	8.685	6.59702	0.6122	YES
R&B	7.85	7,035	11.89	9	9.848	3.28462	-1.2298	YES
R&B	7.85	7,035			9.848			
R&B	16.91	75			14.432			
R&B	16.91	75			14.432			
ISDN - BRI	11.49	37	9.38	8	4.207	1.64045	1.2871	YES
ISDN - BRI	2.55	28			3.514			
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	3.02	633	3.00	1	2.425	2.42740	0.0069	YES
ADSL to Retail	2.39	1,492	2.22	27	0.634	0.12309	1.3455	YES
ADSL to Retail	2.00	3			0.000			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	6.74	6,440			8.078			
R&B - Disp	6.74	6,440			8.078			
R&B - Disp	13.46	44			15.439			
R&B - Disp	13.46	44			15.439			
R&B (POTS) excl SB Or	6.79	6,338	3.64	33	8.125	1.41803	2.2270	YES
R&B (POTS) excl SB Or	1.78	54,086			1.474			
R&B (POTS) excl SB Or	15.94	33			16.887			
R&B (POTS) excl SB Or	2.00	1			0.000			
R&B - Disp	6.74	6,440			8.078			
R&B - Disp	6.74	6,440			8.078			
R&B - Disp	13.46	44			15.439			
R&B - Disp	13.46	44			15.439			
R&B (POTS) excl SB Or	6.79	6,338	4.00	1	8.125	8.12549	0.3439	YES
R&B (POTS) excl SB Or	1.78	54,086			1.474			
R&B (POTS) excl SB Or	15.94	33			16.887			
R&B (POTS) excl SB Or	2.00	1			0.000			
Design	19.84	595			16.843			
Design	11.87	132			17.738			
Design	21.81	31			11.397			
Design	14.21	14			16.192			

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Line	UNE	ISDN/	>=10 circuits/Equipment/KY	(days)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.3.6.2.2	P-1	UNE	ISDN/	>=10 circuits/Equipment/KY	(days)	ISDN - BRI							
B 2.3.6.2.3	P-1	UNE	ISDN/	>=10 circuits/Other/KY	(days)	ISDN - BRI							
B 2.3.7.1.1	P-1	Line	Sharing/	<10 circuits/Facility/KY	(days)	ADSL to Retail	4	0.00	0	12.517			YES
B 2.3.7.1.2	P-1	Line	Sharing/	<10 circuits/Equipment/KY	(days)	ADSL to Retail	0	0.00	0				YES
B 2.3.7.1.3	P-1	Line	Sharing/	<10 circuits/Other/KY	(days)	ADSL to Retail	1	0.00	0	0.000			YES
B 2.3.7.2.1	P-1	Line	Sharing/	>=10 circuits/Facility/KY	(days)	ADSL to Retail	0						
B 2.3.7.2.2	P-1	Line	Sharing/	>=10 circuits/Equipment/KY	(days)	ADSL to Retail	0						
B 2.3.7.2.3	P-1	Line	Sharing/	>=10 circuits/Other/KY	(days)	ADSL to Retail	0						
B 2.3.8.1.1	P-1	2W	Analog	Loop	Design/	>=10 circuits/Facility/KY	125			68.083			
B 2.3.8.1.2	P-1	2W	Analog	Loop	Design/	<10 circuits/Equipment/KY	0						
B 2.3.8.1.3	P-1	2W	Analog	Loop	Design/	<10 circuits/Other/KY	4			19.782			
B 2.3.8.2.1	P-1	2W	Analog	Loop	Design/	>=10 circuits/Facility/KY	0						
B 2.3.8.2.2	P-1	2W	Analog	Loop	Design/	>=10 circuits/Equipment/KY	0						
B 2.3.8.2.3	P-1	2W	Analog	Loop	Design/	>=10 circuits/Other/KY	0						
B 2.3.9.1.1	P-1	2W	Analog	Loop	Non-Design/	<10 circuits/Facility/KY	125	0.00	0	68.083			YES
B 2.3.9.1.2	P-1	2W	Analog	Loop	Non-Design/	<10 circuits/Equipment/KY	0	0.00	0				YES
B 2.3.9.1.3	P-1	2W	Analog	Loop	Non-Design/	<10 circuits/Other/KY	4	0.00	0	19.782			YES
B 2.3.9.2.1	P-1	2W	Analog	Loop	Non-Design/	>=10 circuits/Facility/KY	0						
B 2.3.9.2.2	P-1	2W	Analog	Loop	Non-Design/	>=10 circuits/Equipment/KY	0						
B 2.3.9.2.3	P-1	2W	Analog	Loop	Non-Design/	>=10 circuits/Other/KY	0						
B 2.3.10.1.1	P-1	2W	Analog	Loop	w/INP	Design/	>=10 circuits/Facility/KY	125		68.083			
B 2.3.10.1.2	P-1	2W	Analog	Loop	w/INP	Design/	<10 circuits/Equipment/KY	0					
B 2.3.10.1.3	P-1	2W	Analog	Loop	w/INP	Design/	<10 circuits/Other/KY	4		19.782			
B 2.3.10.2.1	P-1	2W	Analog	Loop	w/INP	Design/	>=10 circuits/Facility/KY	0					
B 2.3.10.2.2	P-1	2W	Analog	Loop	w/INP	Design/	>=10 circuits/Equipment/KY	0					
B 2.3.10.2.3	P-1	2W	Analog	Loop	w/INP	Design/	>=10 circuits/Other/KY	0					
B 2.3.11.1.1	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Facility/KY	125		68.083			
B 2.3.11.1.2	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Equipment/KY	0					
B 2.3.11.1.3	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Other/KY	4		19.782			
B 2.3.11.2.1	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Facility/KY	0					
B 2.3.11.2.2	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Equipment/KY	0					
B 2.3.11.2.3	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Other/KY	0					
B 2.3.12.1.1	P-1	2W	Analog	Loop	w/INP	Design/	>=10 circuits/Facility/KY	125		68.083			
B 2.3.12.1.2	P-1	2W	Analog	Loop	w/INP	Design/	<10 circuits/Equipment/KY	0					
B 2.3.12.1.3	P-1	2W	Analog	Loop	w/INP	Design/	<10 circuits/Other/KY	4		19.782			
B 2.3.12.2.1	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Facility/KY	0					
B 2.3.12.2.2	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Equipment/KY	0					
B 2.3.12.2.3	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Other/KY	0					
B 2.3.13.1.1	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Facility/KY	125	0.00	68.083			YES
B 2.3.13.1.2	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Equipment/KY	0	0.00				YES
B 2.3.13.1.3	P-1	2W	Analog	Loop	w/INP	Non-Design/	<10 circuits/Other/KY	4	0.00	19.782			YES
B 2.3.13.2.1	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Facility/KY	0					
B 2.3.13.2.2	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Equipment/KY	0					
B 2.3.13.2.3	P-1	2W	Analog	Loop	w/INP	Non-Design/	>=10 circuits/Other/KY	0					
B 2.3.14.1.1	P-1	Other	Design/	<10 circuits/Facility/KY	(days)	Design	9			13.371			
B 2.3.14.1.2	P-1	Other	Design/	<10 circuits/Equipment/KY	(days)	Design	0						
B 2.3.14.1.3	P-1	Other	Design/	<10 circuits/Other/KY	(days)	Design	2			12.021			
B 2.3.14.2.1	P-1	Other	Design/	>=10 circuits/Facility/KY	(days)	Design	0						
B 2.3.14.2.2	P-1	Other	Design/	>=10 circuits/Equipment/KY	(days)	Design	0						
B 2.3.14.2.3	P-1	Other	Design/	>=10 circuits/Other/KY	(days)	Design	0						
B 2.3.15.1.1	P-1	Other	Non-Design/	<10 circuits/Facility/KY	(days)	R&B	125			68.083			
B 2.3.15.1.2	P-1	Other	Non-Design/	<10 circuits/Equipment/KY	(days)	R&B	0						
B 2.3.15.1.3	P-1	Other	Non-Design/	<10 circuits/Other/KY	(days)	R&B	4			19.782			
B 2.3.15.2.1	P-1	Other	Non-Design/	>=10 circuits/Facility/KY	(days)	R&B	0						
B 2.3.15.2.2	P-1	Other	Non-Design/	>=10 circuits/Equipment/KY	(days)	R&B	0						
B 2.3.15.2.3	P-1	Other	Non-Design/	>=10 circuits/Other/KY	(days)	R&B	0						
B 2.3.16.1.1	P-1	INP	(Standalone)/	<10 circuits/Facility/KY	(days)	R&B (POTS)	125			68.083			
B 2.3.16.1.2	P-1	INP	(Standalone)/	<10 circuits/Equipment/KY	(days)	R&B (POTS)	0						
B 2.3.16.1.3	P-1	INP	(Standalone)/	<10 circuits/Other/KY	(days)	R&B (POTS)	4			19.782			

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic	LNP (Standalone)/KY (%)		0.00%	16				Diagnostic
Diagnostic	Digital Loop < DS1/KY (%)		66.67%	3				Diagnostic
Diagnostic	Digital Loop >= DS1/KY (%)		36.36%	11				Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 48 hrs	Switch Ports/KY (hours)							
>= 48 hrs	Local Interface Transports/KY (hours)							
>= 48 hrs	Loop + Port Combinations/KY (hours)		149.33	13				YES
>= 48 hrs	Combo Other/KY (hours)							
>= 48 hrs	xDSL (ADSL, HDSL and UCL)/KY (hours)		171.15	1				YES
>= 48 hrs	UNE ISDN/KY (hours)							
>= 48 hrs	Line Sharing/KY (hours)							
>= 48 hrs	2W Analog Loop Design/KY (hours)							
>= 48 hrs	2W Analog Loop Non-Design/KY (hours)							
>= 48 hrs	2W Analog Loop w/INP Design/KY (hours)							
>= 48 hrs	2W Analog Loop w/INP Non-Design/KY (hours)							
>= 48 hrs	2W Analog Loop w/LNP Design/KY (hours)							
>= 48 hrs	2W Analog Loop w/LNP Non-Design/KY (hours)							
>= 48 hrs	Other Design/KY (hours)							
>= 48 hrs	Other Non-Design/KY (hours)							
>= 48 hrs	INP (Standalone)/KY (hours)							
>= 48 hrs	LNP (Standalone)/KY (hours)							
>= 48 hrs	Digital Loop < DS1/KY (hours)		171.15	1				YES
>= 48 hrs	Digital Loop >= DS1/KY (hours)		269.21	39				YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic	Switch Ports/KY (hours)							Diagnostic
Diagnostic	Local Interface Transports/KY (hours)							Diagnostic
Diagnostic	Loop + Port Combinations/KY (hours)		447.83	1				Diagnostic
Diagnostic	Combo Other/KY (hours)		331.83	5				Diagnostic
Diagnostic	xDSL (ADSL, HDSL and UCL)/KY (hours)		387.97	2				Diagnostic
Diagnostic	UNE ISDN/KY (hours)							Diagnostic
Diagnostic	Line Sharing/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop Design/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop Non-Design/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop w/INP Design/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop w/INP Non-Design/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop w/LNP Design/KY (hours)							Diagnostic
Diagnostic	2W Analog Loop w/LNP Non-Design/KY (hours)							Diagnostic
Diagnostic	Other Design/KY (hours)							Diagnostic
Diagnostic	Other Non-Design/KY (hours)							Diagnostic
Diagnostic	INP (Standalone)/KY (hours)							Diagnostic
Diagnostic	LNP (Standalone)/KY (hours)							Diagnostic
Diagnostic	Digital Loop < DS1/KY (hours)		387.97	2				Diagnostic
Diagnostic	Digital Loop >= DS1/KY (hours)		345.40	4				Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
95% >= 48 hrs	Switch Ports/KY (%)							
95% >= 48 hrs	Local Interface Transports/KY (%)		100.00%	13				YES
95% >= 48 hrs	Loop + Port Combinations/KY (%)		100.00%	1				YES
95% >= 48 hrs	Combo Other/KY (%)							
95% >= 48 hrs	xDSL (ADSL, HDSL and UCL)/KY (%)							
95% >= 48 hrs	UNE ISDN/KY (%)							
95% >= 48 hrs	Line Sharing/KY (%)							
95% >= 48 hrs	2W Analog Loop Design/KY (%)							
95% >= 48 hrs	2W Analog Loop Non-Design/KY (%)							
95% >= 48 hrs	2W Analog Loop w/INP Design/KY (%)							
95% >= 48 hrs	2W Analog Loop w/INP Non-Design/KY (%)							
95% >= 48 hrs	2W Analog Loop w/LNP Design/KY (%)							
95% >= 48 hrs	2W Analog Loop w/LNP Non-Design/KY (%)							

B.2.6.17
B.2.6.18
B.2.6.19

B.2.8.1
B.2.8.2
B.2.8.3
B.2.8.4
B.2.8.5
B.2.8.6
B.2.8.7
B.2.8.8
B.2.8.9
B.2.8.10
B.2.8.11
B.2.8.12
B.2.8.13
B.2.8.14
B.2.8.15
B.2.8.16
B.2.8.17
B.2.8.18
B.2.8.19

B.2.9.1
B.2.9.2
B.2.9.3
B.2.9.4
B.2.9.5
B.2.9.6
B.2.9.7
B.2.9.8
B.2.9.9
B.2.9.10
B.2.9.11
B.2.9.12
B.2.9.13
B.2.9.14
B.2.9.15
B.2.9.16
B.2.9.17
B.2.9.18

B.2.10.1
B.2.10.2
B.2.10.3
B.2.10.4
B.2.10.5
B.2.10.6
B.2.10.7
B.2.10.8
B.2.10.9
B.2.10.10
B.2.10.11
B.2.10.12
B.2.10.13

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Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs		100.00%	1				YES
95% >= 48 hrs		100.00%	39				YES

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic		100.00%	5				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	2				Diagnostic
Diagnostic		100.00%	4				Diagnostic

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

>= 95% w in 15 min							
>= 95% w in 15 min							

>= 95% w in 15 min
>= 95% w in 15 min

<= 5%							
<= 5%							
<= 5%							

<= 5%
<= 5%
<= 5%

>= 95% w in 15 min							
>= 95% w in 15 min							
>= 95% w in 15 min							

>= 95% w in 15 min
>= 95% w in 15 min
>= 95% w in 15 min

<= 5%							
<= 5%							
<= 5%							

<= 5%
<= 5%
<= 5%

Diagnostic							Diagnostic
Diagnostic							Diagnostic

Diagnostic
Diagnostic

<= 5%							
<= 5%							
<= 5%		0.00%	1				YES
<= 5%							

<= 5%
<= 5%
<= 5%
<= 5%

12.69%							
7.076							

R&B (POTS)

P-2 Other Design/KY (%)	
P-2 Other Non-Design/KY (%)	
P-2 INP (Standalone)/KY (%)	
P-2 LNP (Standalone)/KY (%)	
P-2 Digital Loop < DS1/KY (%)	
P-2 Digital Loop >= DS1/KY (%)	

B.2.10.14
B.2.10.15
B.2.10.16
B.2.10.17
B.2.10.18
B.2.10.19

% Jeopardy Notice >= 48 hours - Non-Mechanized	
P-2 Switch Ports/KY (%)	
P-2 Local Interface Transports/KY (%)	
P-2 Loop + Port Combinations/KY (%)	
P-2 Combo Other/KY (%)	
P-2 XDSL (ADSL, HDSL and UCL)/KY (%)	
P-2 UNE ISDN/KY (%)	
P-2 Line Sharing/KY (%)	
P-2 2W Analog Loop Design/KY (%)	
P-2 2W Analog Loop Non-Design/KY (%)	
P-2 2W Analog Loop w/INP Design/KY (%)	
P-2 2W Analog Loop w/INP Non-Design/KY (%)	
P-2 2W Analog Loop w/LNP Design/KY (%)	
P-2 2W Analog Loop w/LNP Non-Design/KY (%)	
P-2 Other Design/KY (%)	
P-2 Other Non-Design/KY (%)	
P-2 INP (Standalone)/KY (%)	
P-2 LNP (Standalone)/KY (%)	
P-2 Digital Loop < DS1/KY (%)	
P-2 Digital Loop >= DS1/KY (%)	

B.2.11.1
B.2.11.2
B.2.11.3
B.2.11.4
B.2.11.5
B.2.11.6
B.2.11.7
B.2.11.8
B.2.11.9
B.2.11.10
B.2.11.11
B.2.11.12
B.2.11.13
B.2.11.14
B.2.11.15
B.2.11.16
B.2.11.17
B.2.11.18
B.2.11.19

Coordinated Customers Conversions	
P-7 Loops with INPKY (%)	
P-7 Loops with LNPKY (%)	

B.2.12.1
B.2.12.2

% Hot Cuts > 15 minutes Early	
P-7A Time-Specific SL1/KY (%)	
P-7A Time-Specific SL2/KY (%)	
P-7A Non-Time Specific SL1/KY (%)	
P-7A Non-Time Specific SL2/KY (%)	

B.2.13.1
B.2.13.2
B.2.13.3
B.2.13.4

Hot Cut Timeliness	
P-7A Time-Specific SL1/KY (%)	
P-7A Time-Specific SL2/KY (%)	
P-7A Non-Time Specific SL1/KY (%)	
P-7A Non-Time Specific SL2/KY (%)	

B.2.14.1
B.2.14.2
B.2.14.3
B.2.14.4

% Hot Cuts > 15 minutes Late	
P-7A Time-Specific SL1/KY (%)	
P-7A Time-Specific SL2/KY (%)	
P-7A Non-Time Specific SL1/KY (%)	
P-7A Non-Time Specific SL2/KY (%)	

B.2.15.1
B.2.15.2
B.2.15.3
B.2.15.4

Average Recovery Time - CCC	
P-7B Loops with INPKY (minutes)	
P-7B Loops with LNPKY (minutes)	

B.2.16.1
B.2.16.2

% Provisioning Troubles within 7 Days - Hot Cuts	
P-7C UNE Loop Design/Dispatch/KY (%)	
P-7C UNE Loop Design/Non-Dispatch/KY (%)	
P-7C UNE Loop Non-Design/Dispatch/KY (%)	
P-7C UNE Loop Non-Design/Non-Dispatch/KY (%)	

B.2.17.1.1
B.2.17.1.2
B.2.17.2.1
B.2.17.2.2

% Missed Installation Appointments	
P-3 Switch Ports/<10 circuits/Dispatch/KY (%)	

B.2.18.1.1

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Code	Description
B.2.18.1.1.2	Switch Ports<10 circuits/Non-DispatchInKY (%)
B.2.18.1.2.1	Switch Ports>=10 circuits/DispatchInKY (%)
B.2.18.1.2.2	Switch Ports>=10 circuits/Non-DispatchInKY (%)
B.2.18.1.2.3	Local Interface Transport<10 circuits/DispatchInKY (%)
B.2.18.1.2.4	Local Interface Transport<10 circuits/Non-DispatchInKY (%)
B.2.18.2.1	Local Interface Transport>=10 circuits/DispatchInKY (%)
B.2.18.2.2	Local Interface Transport>=10 circuits/Non-DispatchInKY (%)
B.2.18.3.1	Loop + Port Combinations<10 circuits/DispatchInKY (%)
B.2.18.3.1.2	Loop + Port Combinations<10 circuits/Non-DispatchInKY (%)
B.2.18.3.1.3	Loop + Port Combinations<10 circuits/Switch Based OrdersInKY (%)
B.2.18.3.1.4	Loop + Port Combinations<10 circuits/DispatchInKY (%)
B.2.18.3.2.1	Loop + Port Combinations>=10 circuits/DispatchInKY (%)
B.2.18.3.2.2	Loop + Port Combinations>=10 circuits/Non-DispatchInKY (%)
B.2.18.3.2.3	Loop + Port Combinations>=10 circuits/Switch Based OrdersInKY (%)
B.2.18.3.2.4	Loop + Port Combinations>=10 circuits/DispatchInKY (%)
B.2.18.4.1	Combo Other<10 circuits/DispatchInKY (%)
B.2.18.4.1.1	Combo Other<10 circuits/DispatchInKY (%)
B.2.18.4.2.1	Combo Other>=10 circuits/DispatchInKY (%)
B.2.18.4.2.2	Combo Other>=10 circuits/DispatchInKY (%)
B.2.18.5.1.1	xDSL ADSL, HDSL and UCL<10 circuits/DispatchInKY (%)
B.2.18.5.1.2	xDSL ADSL, HDSL and UCL>=10 circuits/DispatchInKY (%)
B.2.18.5.2.1	xDSL ADSL, HDSL and UCL<10 circuits/Non-DispatchInKY (%)
B.2.18.5.2.2	xDSL ADSL, HDSL and UCL>=10 circuits/Non-DispatchInKY (%)
B.2.18.6.1.1	LINE ISDN<10 circuits/DispatchInKY (%)
B.2.18.6.1.2	LINE ISDN<10 circuits/Non-DispatchInKY (%)
B.2.18.6.2.1	LINE ISDN>=10 circuits/DispatchInKY (%)
B.2.18.6.2.2	LINE ISDN>=10 circuits/Non-DispatchInKY (%)
B.2.18.7.1.1	Line Sharing<10 circuits/DispatchInKY (%)
B.2.18.7.1.2	Line Sharing<10 circuits/Non-DispatchInKY (%)
B.2.18.7.2.1	Line Sharing>=10 circuits/DispatchInKY (%)
B.2.18.7.2.2	Line Sharing>=10 circuits/Non-DispatchInKY (%)
B.2.18.8.1.1	2W Analog Loop Design<10 circuits/DispatchInKY (%)
B.2.18.8.1.2	2W Analog Loop Design<10 circuits/Non-DispatchInKY (%)
B.2.18.8.2.1	2W Analog Loop Design>=10 circuits/DispatchInKY (%)
B.2.18.8.2.2	2W Analog Loop Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.9.1.1	2W Analog Loop Non-Design<10 circuits/DispatchInKY (%)
B.2.18.9.1.4	2W Analog Loop Non-Design<10 circuits/Non-DispatchInKY (%)
B.2.18.9.2.1	2W Analog Loop Non-Design>=10 circuits/DispatchInKY (%)
B.2.18.9.2.4	2W Analog Loop Non-Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.10.1.1	2W Analog Loop w/NP Design<10 circuits/DispatchInKY (%)
B.2.18.10.1.2	2W Analog Loop w/NP Design<10 circuits/Non-DispatchInKY (%)
B.2.18.10.2.1	2W Analog Loop w/NP Design>=10 circuits/DispatchInKY (%)
B.2.18.10.2.2	2W Analog Loop w/NP Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.11.1	2W Analog Loop w/NP Non-Design<10 circuits/DispatchInKY (%)
B.2.18.11.1.4	2W Analog Loop w/NP Non-Design<10 circuits/Non-DispatchInKY (%)
B.2.18.11.2.1	2W Analog Loop w/NP Non-Design>=10 circuits/DispatchInKY (%)
B.2.18.11.2.4	2W Analog Loop w/NP Non-Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.12.1.1	2W Analog Loop w/LNP Design<10 circuits/DispatchInKY (%)
B.2.18.12.1.2	2W Analog Loop w/LNP Design<10 circuits/Non-DispatchInKY (%)
B.2.18.12.2.1	2W Analog Loop w/LNP Design>=10 circuits/DispatchInKY (%)
B.2.18.12.2.2	2W Analog Loop w/LNP Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.13.1.1	2W Analog Loop w/LNP Non-Design<10 circuits/DispatchInKY (%)
B.2.18.13.1.4	2W Analog Loop w/LNP Non-Design<10 circuits/Non-DispatchInKY (%)
B.2.18.13.2.1	2W Analog Loop w/LNP Non-Design>=10 circuits/DispatchInKY (%)
B.2.18.13.2.4	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-DispatchInKY (%)
B.2.18.14.1.1	Other Design<10 circuits/DispatchInKY (%)
B.2.18.14.1.2	Other Design<10 circuits/Non-DispatchInKY (%)
B.2.18.14.2.1	Other Design>=10 circuits/DispatchInKY (%)
B.2.18.14.2.2	Other Design>=10 circuits/Non-DispatchInKY (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0.03%	111,835						
R&B (POTS)	5.56%	36						
R&B (POTS)	100.00%	1						
DS1/DS3	4.37%	252						
DS1/DS3								
DS1/DS3								
R&B	12.52%	7,181	5.75%	226	0.02236	3.0267	YES	
R&B	0.03%	112,328	0.05%	8,738	0.00018	-1.1187	YES	
R&B	0.00%	54,132	0.00%	1,865	0.00000		YES	
R&B	0.05%	58,196	0.06%	6,873	0.00028	-0.2939	YES	
R&B	4.26%	47	0.00%	2	0.14573	0.2920	YES	
R&B	5.26%	19	0.00%	3	0.13873	0.3794	YES	
R&B	7.14%	14	0.00%	3	0.16385	0.4359	YES	
R&B&D - Disp	12.06%	7,783	0.00%	13	0.09041	1.3344	YES	
R&B&D - Disp	12.06%	7,783						
R&B&D - Disp	2.50%	80						
R&B&D - Disp	2.50%	80						
ADSL to Retail	11.88%	682	0.00%	21	0.07168	1.6570	YES	
ADSL to Retail	0.27%	1,497						
ADSL to Retail	0.00%	3						
ADSL to Retail								
ADSL to Retail	0.00%	45	0.00%	11	0.00000		YES	
ISDN - BRI	2.44%	41						
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	11.88%	682	0.00%	2	0.22910	0.5184	YES	
ADSL to Retail	0.27%	1,497	0.00%	33	0.00908	0.2941	YES	
ADSL to Retail	0.00%	3						
ADSL to Retail								
R&B - Disp	12.52%	7,181						
R&B - Disp	12.52%	7,181						
R&B - Disp	4.26%	47						
R&B - Disp	4.26%	47						
R&B (POTS) excl SB Or	12.69%	7,076	0.00%	63	0.04212	3.0127	YES	
R&B (POTS) excl SB Or	0.05%	57,787						
R&B (POTS) excl SB Or	5.56%	36						
R&B (POTS) excl SB Or	100.00%	1						
R&B - Disp	12.52%	7,181						
R&B - Disp	12.52%	7,181						
R&B - Disp	4.26%	47						
R&B - Disp	4.26%	47						
R&B (POTS) excl SB Or	12.69%	7,076						
R&B (POTS) excl SB Or	0.05%	57,787						
R&B (POTS) excl SB Or	5.56%	36						
R&B (POTS) excl SB Or	100.00%	1						
R&B - Disp	12.52%	7,181						
R&B - Disp	12.52%	7,181						
R&B - Disp	4.26%	47						
R&B - Disp	4.26%	47						
R&B (POTS) excl SB Or	12.69%	7,076	0.00%	1	0.33289	0.3812	YES	
R&B (POTS) excl SB Or	0.05%	57,787						
R&B (POTS) excl SB Or	5.56%	36						
R&B (POTS) excl SB Or	100.00%	1						
Design	0.00%	602						
Design	0.00%	133						
Design	0.00%	33						
Design	0.00%	14						

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-3	Other Non-Design/ < 10 circuits/Dispatch/KY (%)							
P-3	Other Non-Design/ >= 10 circuits/Dispatch/KY (%)							
P-3	Other Non-Design/ >= 10 circuits/Dispatch/KY (%)							
P-3	Other Non-Design/ >= 10 circuits/Dispatch/KY (%)							
P-3	INP (Standalone) / < 10 circuits/Dispatch/KY (%)							
P-3	INP (Standalone) / < 10 circuits/Dispatch/KY (%)							
P-3	INP (Standalone) / >= 10 circuits/Dispatch/KY (%)							
P-3	INP (Standalone) / >= 10 circuits/Dispatch/KY (%)							
P-12	LNP (Standalone) / < 10 circuits/Dispatch/KY (%)							
P-12	LNP (Standalone) / < 10 circuits/Dispatch/KY (%)							
P-12	LNP (Standalone) / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop < DS1 / < 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop < DS1 / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop < DS1 / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop < DS1 / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop >= DS1 / < 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop >= DS1 / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop >= DS1 / >= 10 circuits/Dispatch/KY (%)							
P-3	Digital Loop >= DS1 / >= 10 circuits/Dispatch/KY (%)							

% Provisioning Troubles within 30 Days

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-9	Switch Ports < 10 circuits/Dispatch/KY (%)							
P-9	Switch Ports < 10 circuits/Dispatch/KY (%)							
P-9	Switch Ports >= 10 circuits/Dispatch/KY (%)							
P-9	Switch Ports >= 10 circuits/Dispatch/KY (%)							
P-9	Local Interoffice Transport / < 10 circuits/Dispatch/KY (%)							
P-9	Local Interoffice Transport / < 10 circuits/Dispatch/KY (%)							
P-9	Local Interoffice Transport / >= 10 circuits/Dispatch/KY (%)							
P-9	Local Interoffice Transport / >= 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations < 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations < 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)							
P-9	Loop + Port Combinations >= 10 circuits/Dispatch/KY (%)							
P-9	Combo Other / < 10 circuits/Dispatch/KY (%)							
P-9	Combo Other / < 10 circuits/Dispatch/KY (%)							
P-9	Combo Other / >= 10 circuits/Dispatch/KY (%)							
P-9	Combo Other / >= 10 circuits/Dispatch/KY (%)							
P-9	XDSL (ADSL, HDSL and UCL) / < 10 circuits/Dispatch/KY (%)							
P-9	XDSL (ADSL, HDSL and UCL) / < 10 circuits/Dispatch/KY (%)							
P-9	XDSL (ADSL, HDSL and UCL) / >= 10 circuits/Dispatch/KY (%)							
P-9	XDSL (ADSL, HDSL and UCL) / >= 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / < 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / < 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / >= 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / >= 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / >= 10 circuits/Dispatch/KY (%)							
P-9	LINE ISDN / >= 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / < 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / < 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / >= 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / >= 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / >= 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Design / >= 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Non-Design / < 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Non-Design / < 10 circuits/Dispatch/KY (%)							
P-9	2W Analog Loop Non-Design / < 10 circuits/Dispatch/KY (%)							

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	12.52%	7,181						
R&B	0.03%	112,328						
R&B	4.26%	47						
R&B	5.26%	19						
R&B (POTS)	12.69%	7,076						
R&B (POTS)	0.03%	111,835						
R&B (POTS)	5.56%	36						
R&B (POTS)	100.00%	1						
R&B (POTS)	12.69%	7,076	0.00%	1,023	0.00050	0.5039	YES	
R&B (POTS)	0.03%	111,835						
R&B (POTS)	5.56%	36						
R&B (POTS)	100.00%	1						
Digital Loop < DS1	10.25%	810	0.00%	32	0.05466	1.8747	YES	
Digital Loop < DS1	0.31%	1,633						
Digital Loop < DS1	0.00%	3						
Digital Loop >= DS1	7.53%	93	3.23%	62	0.04326	0.9943	YES	
Digital Loop >= DS1	0.00%	113						
Digital Loop >= DS1	0.00%	18						
Digital Loop >= DS1	0.00%	19						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	10.86%	8,730						
R&B (POTS)	3.51%	131,963						
R&B (POTS)	15.69%	51						
R&B (POTS)	5.79%	259						
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	10.76%	8,906	10.26%	195	0.02243	0.2231	YES	
R&B	3.51%	132,272	2.76%	6,449	0.00235	3.1960	YES	
R&B	3.21%	63,141	2.89%	2,043	0.00400	0.9605	YES	
R&B	3.73%	69,131	2.70%	4,406	0.00294	3.4885	YES	
R&B	15.79%	57	0.00%	2	0.26233	0.6019	YES	
R&B	0.40%	500	14.29%	7	0.02402	-5.7801	NO	
R&B	0.42%	479	20.00%	5	0.00000		NO	
R&B	10.39%	9,524	9.68%	31	0.05490	0.1307	YES	
R&B	10.39%	9,524						
R&B	9.91%	111						
R&B	9.91%	111						
ADSL to Retail			0.00%	16				
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	3.64%	55	20.00%	10	0.06435	-2.5428	NO	
ISDN - BRI	0.00%	87						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail			0.00%	1				
ADSL to Retail			18.60%	43				
ADSL to Retail								
ADSL to Retail								
R&B - Disp	10.76%	8,906	0.00%	1	0.30985	0.3472	YES	
R&B - Disp	10.76%	8,906						
R&B - Disp	15.79%	57						
R&B - Disp	15.79%	57						
R&B (POTS) excl SB Or	10.86%	8,730	1.75%	57	0.04134	2.2022	YES	
R&B (POTS) excl SB Or	3.74%	68,928						

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB Or	15.69%	51						
R&B (POTS) excl SB Or	10.76%	8,906						
R&B - Disp	10.76%	8,906						
R&B - Disp	15.79%	57						
R&B - Disp	15.79%	57						
R&B (POTS) excl SB Or	10.86%	8,730	0.00%	1		0.31114	0.3490	YES
R&B (POTS) excl SB Or	3.74%	68,928						
R&B (POTS) excl SB Or	15.69%	51						
R&B (POTS) excl SB Or	10.76%	8,906						
R&B - Disp	10.76%	8,906						
R&B - Disp	15.79%	57						
R&B - Disp	15.79%	57						
R&B (POTS) excl SB Or	10.86%	8,730						
R&B (POTS) excl SB Or	3.74%	68,928						
R&B (POTS) excl SB Or	15.69%	51						
R&B (POTS) excl SB Or	5.18%	618						
Design	1.22%	82						
Design	3.70%	54						
Design	0.00%	4						
Design	10.76%	8,906						
R&B	3.51%	132,272						
R&B	15.79%	57						
R&B	0.40%	500						
R&B (POTS)	10.86%	8,730						
R&B (POTS)	3.51%	131,963						
R&B (POTS)	15.69%	51						
R&B (POTS)	10.86%	8,730	0.00%	1,053		0.00570	6.1660	YES
R&B (POTS)	3.51%	131,963						
R&B (POTS)	15.69%	51						
R&B (POTS)	10.86%	8,730						
R&B (POTS)	1.82%	110	0.00%	4		0.02914	-2.0161	NO
R&B (POTS)	0.00%	138						
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1	3.88%	129	5.71%	35		0.03679	-0.4997	YES
Digital Loop >= DS1	2.08%	48						
Digital Loop >= DS1	8.70%	23						
Digital Loop >= DS1	0.00%	6						

R&B (POTS) excl SB Or	2.70	7,028			18,594			
R&B (POTS)	0.62	111,321			5,943			
R&B (POTS)	0.06	36			0.180			
R&B (POTS)	0.37	1			0.000			
R&B (POTS)	194.96	250			368,938			
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice	2.70	7,133	0.05	196	18,508	1.34005	1.9750	YES
DS1/ DS3 - Interoffice	0.62	111,813	0.30	8,623	5,950	0.06650	4.8241	YES
DS1/ DS3 - Interoffice	0.74	53,732	0.32	1,793	6,538	0.15696	2.6924	YES
DS1/ DS3 - Interoffice	0.51	56,081	0.29	6,830	5,347	0.06840	3.1139	YES
DS1/ DS3 - Interoffice	0.17	47	0.18	1	0.777	0.78544	-0.0172	YES
DS1/ DS3 - Interoffice	0.33	19	0.22	1	0.098	0.10076	1.1492	YES
DS1/ DS3 - Interoffice	0.38	5			0.081			
DS1/ DS3 - Interoffice	0.32	14	0.22	1	0.101	0.10427	0.9476	YES

P-9	2W Analog Loop Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	2W Analog Loop w/INP Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	Other Design/ < 10 circuits/Dispatch InKY (%)							
P-9	Other Design/ < 10 circuits/Dispatch InKY (%)							
P-9	Other Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	Other Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	Other Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	Other Non-Design/ < 10 circuits/Dispatch InKY (%)							
P-9	Other Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	Other Non-Design/ >= 10 circuits/Dispatch InKY (%)							
P-9	INP (Standalone) < 10 circuits/Dispatch InKY (%)							
P-9	INP (Standalone) < 10 circuits/Dispatch InKY (%)							
P-9	INP (Standalone) >= 10 circuits/Dispatch InKY (%)							
P-9	INP (Standalone) >= 10 circuits/Dispatch InKY (%)							
P-9	LNP (Standalone) < 10 circuits/Dispatch InKY (%)							
P-9	LNP (Standalone) < 10 circuits/Dispatch InKY (%)							
P-9	LNP (Standalone) >= 10 circuits/Dispatch InKY (%)							
P-9	LNP (Standalone) >= 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop < DS1/ < 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop < DS1/ < 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop < DS1/ >= 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop < DS1/ >= 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop >= DS1/ < 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop >= DS1/ < 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop >= DS1/ >= 10 circuits/Dispatch InKY (%)							
P-9	Digital Loop >= DS1/ >= 10 circuits/Dispatch InKY (%)							

Average Completion Notice Interval - Mechanized

P-5	Switch Ports/ < 10 circuits/Dispatch InKY (hours)							
P-5	Switch Ports/ < 10 circuits/Dispatch InKY (hours)							
P-5	Switch Ports/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Switch Ports/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Local Interoffice Transport/ < 10 circuits/Dispatch InKY (hours)							
P-5	Local Interoffice Transport/ < 10 circuits/Dispatch InKY (hours)							
P-5	Local Interoffice Transport/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Local Interoffice Transport/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ < 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ < 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ < 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ < 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ >= 10 circuits/Dispatch InKY (hours)							
P-5	Loop + Port Combinations/ >= 10 circuits/Dispatch InKY (hours)							

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-5	20.14			142.093			
P-5	20.14			142.093			
P-5	52.18			172.466			
P-5	52.18			172.466			
P-5	2.22	1.71	20	24.996	5.67096	0.0907	YES
P-5	0.35			2.382			
P-5	12.24			21.170			
P-5	55.15	2.92	9	44.721	16.32987	3.1987	YES
P-5	8.45			28.538			
P-5							
P-5							
P-5	2.22			24.996			
P-5	0.35	0.28	1	2.382	2.38250	0.0273	YES
P-5	12.24			21.170			
P-5	2.70			18.508			
P-5	2.70			18.508			
P-5	0.17			0.777			
P-5	0.17			0.777			
P-5	2.70	0.02	62	18.594	2.37183	1.1312	YES
P-5	0.51			5.349			
P-5	0.06			0.180			
P-5	0.37			0.000			
P-5	2.70			18.508			
P-5	2.70			18.508			
P-5	0.17			0.777			
P-5	0.17			0.777			
P-5	2.70			18.594			
P-5	0.51			5.349			
P-5	0.06			0.180			
P-5	0.37			0.000			
P-5	235.72			464.390			
P-5	12.40			92.791			
P-5	128.57			254.391			
P-5	7.62			9.637			
P-5	2.70			18.508			
P-5	0.62	111.813		5.950			
P-5	0.17			0.777			
P-5	0.33			0.098			
P-5	2.70			18.594			
P-5	0.06			5.943			
P-5	0.37			0.000			
P-5	2.70			18.594			
P-5	0.62	0.28	1,007	5.943	0.18812	1.7868	YES
P-5	0.06			0.180			
P-5	0.37			0.000			
P-5	48.81	2.09	29	255.845	48.35956	0.9662	YES
P-5	0.57			4.838			
P-5	12.24			21.170			

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B - Disp		7,710						
R&B - Disp		7,710						
R&B - Disp		79						
R&B - Disp		79						
R&B - Disp		679						
ADSL to Retail		1,496						
ADSL to Retail		3						
ADSL to Retail		45						
ISDN - BRI		40						
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail		679						
ADSL to Retail		1,496						
ADSL to Retail		3						
ADSL to Retail								
R&B - Disp		7,133						
R&B - Disp		7,133						
R&B - Disp		47						
R&B - Disp		47						
R&B (POTS) excl SB Or		7,028						
R&B (POTS) excl SB Or		57,672						
R&B (POTS) excl SB Or		36						
R&B (POTS) excl SB Or		1						
R&B - Disp		7,133						
R&B - Disp		7,133						
R&B - Disp		47						
R&B - Disp		47						
R&B (POTS) excl SB Or		7,028						
R&B (POTS) excl SB Or		57,672						
R&B (POTS) excl SB Or		36						
R&B (POTS) excl SB Or		1						
R&B - Disp		7,133						
R&B - Disp		7,133						
R&B - Disp		47						
R&B - Disp		47						
R&B (POTS) excl SB Or		7,028						
R&B (POTS) excl SB Or		57,672						
R&B (POTS) excl SB Or		36						
R&B (POTS) excl SB Or		1						
Design		577						
Design		133						
Design		32						
Design		13						
R&B		7,133						
R&B		111,813						
R&B		47						
R&B		19						
R&B (POTS)		7,028						
R&B (POTS)		111,321						
R&B (POTS)		36						
R&B (POTS)		1						
R&B (POTS)		7,028						
R&B (POTS)		111,321						
R&B (POTS)		36						
R&B (POTS)		1						
Digital Loop < DS1		803						
Digital Loop < DS1		1,631						
Digital Loop < DS1		3						

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)	3.99	26				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/NP Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/NP Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/NP Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.14.1.1	P-10	Other Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.14.2.1	P-10	Other Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)<10 circuits/Non-Dispatch/KY (days)	0.73	811				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	5.98	18				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.18.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.18.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	6.88	4				Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time - Partially Mechanized

B.2.25.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY (days)	3.50	31				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	1.26	570				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY (days)						Diagnostic

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Table with columns: P-10, Combo Other, CLEC Measure, BST Volume, Benchmark/Analog, CLEC Measure, BST Volume, Standard Deviation, Standard Error, Zscore, Equity. Rows include various diagnostic codes like P-10 Combo Other, P-10 xDSL, P-10 UNE, P-10 Line, P-10 2W Analog, P-10 2W Loop, P-10 Other, P-10 LNP, P-10 Digital, P-10 Digital Loop, P-10 Digital Loop < DS, and P-10 Digital Loop < DS17.

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-10	Digital Loop >= DS1/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Digital Loop >= DS1/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/Non-DispatchKY (days)						Diagnostic
Total Service Order Cycle Time - Non-Mechanized							
P-10	Switch Ports/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Switch Ports/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Switch Ports/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Switch Ports/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Local Interoffice Transport/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Local Interoffice Transport/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Local Interoffice Transport/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Local Interoffice Transport/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Loop + Port Combinations/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Loop + Port Combinations/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Loop + Port Combinations/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Loop + Port Combinations/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Combo Other/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Combo Other/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Combo Other/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Combo Other/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	XDSL (ADSL, HDSL, and UCLY)/<10 circuits/DispatchKY (days)						Diagnostic
P-10	XDSL (ADSL, HDSL, and UCLY)/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	XDSL (ADSL, HDSL, and UCLY)/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	XDSL (ADSL, HDSL, and UCLY)/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	UNE ISDNV/<10 circuits/DispatchKY (days)						Diagnostic
P-10	UNE ISDNV/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	UNE ISDNV/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	UNE ISDNV/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Line Sharing/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Line Sharing/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Line Sharing/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Line Sharing/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Design/<10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Design/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Design/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Design/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Non-Design/<10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Non-Design/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Non-Design/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop Non-Design/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop w/INP Design/<10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop w/INP Design/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	2W Analog Loop w/INP Design/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-14	2W Analog Loop w/LNP Design/<10 circuits/DispatchKY (days)						Diagnostic
P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-14	2W Analog Loop w/LNP Design/>=10 circuits/DispatchKY (days)						Diagnostic
P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Other Design/<10 circuits/DispatchKY (days)						Diagnostic
P-10	Other Design/<10 circuits/Non-DispatchKY (days)						Diagnostic
P-10	Other Design/>=10 circuits/DispatchKY (days)						Diagnostic
P-10	Other Design/>=10 circuits/Non-DispatchKY (days)						Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.15.2.2	P-10	Other Non-Design/ >= 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.16.1.1	P-10	INP (Standardone) / < 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.16.1.2	P-10	INP (Standardone) / < 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.16.2.1	P-10	INP (Standardone) / >= 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.16.2.2	P-10	INP (Standardone) / >= 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.17.1.1	P-14	LNP (Standardone) / < 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.17.1.2	P-14	LNP (Standardone) / < 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.17.2.1	P-14	LNP (Standardone) / >= 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.17.2.2	P-14	LNP (Standardone) / >= 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1 / < 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1 / < 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1 / >= 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1 / >= 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1 / < 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1 / < 10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1 / >= 10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1 / >= 10 circuits/Non-Dispatch/KY (days)						Diagnostic

>= 95% w in 15 min

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.31	P-13	Disconnect Timeliness LNP/KY (%)	79.22%	770				NO

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)						Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)						Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)						Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)						Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)	10.11%	178				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)	9.82%	4,197				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)	20.00%	10				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)	0.00%	21				Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL + HDSL and UCL)/Dispatch/KY (%)	11.11%	9				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL + HDSL and UCL)/Non-Dispatch/KY (%)	0.00%	1				Diagnostic
B.2.32.6.1	P-6	UNE (SDN)/Dispatch/KY (%)	0.00%	27				Diagnostic
B.2.32.6.2	P-6	UNE (SDN)/Non-Dispatch/KY (%)	2.94%	34				Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)						Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)						Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)						Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)						Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)						Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)						Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)						Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)						Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)						Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)						Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)						Diagnostic
B.2.32.16.1	P-6	INP (Standardone)/Dispatch/KY (%)						Diagnostic
B.2.32.16.2	P-6	INP (Standardone)/Non-Dispatch/KY (%)						Diagnostic
B.2.32.17.1	P-6	LNP (Standardone)/Dispatch/KY (%)						Diagnostic
B.2.32.17.2	P-6	LNP (Standardone)/Non-Dispatch/KY (%)						Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	17.71%	1,022				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	3.33%	30				Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	14.29%	14				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)						Diagnostic

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% Cooperative Test Attempts for xDSL

P-B	xDSL ADSL, HDSL and UCLJ/KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-8	xDSL Other/KY (%)	>= 95% of requests	100.00%	17						YES

Service Order Accuracy

P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%
P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%
P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%
P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%
P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%
P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%
P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%
P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 95%

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

M&R-1	Switch Ports/Dispatch/KY (%)	14.16%	22,713							
M&R-1	Switch Ports/Non-Dispatch/KY (%)	4.48%	9,191							
M&R-1	Local Interface Transport/Dispatch/KY (%)	0.00%	187							YES
M&R-1	Local Interface Transport/Non-Dispatch/KY (%)	0.00%	135							YES
M&R-1	Loop + Port Combinations/Dispatch/KY (%)	14.21%	22,892							YES
M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	4.49%	9,314							YES
M&R-1	Combo Other/Dispatch/KY (%)	13.91%	23,494							YES
M&R-1	Combo Other/Non-Dispatch/KY (%)	13.91%	23,494							YES
M&R-1	xDSL ADSL, HDSL and UCLJ/Dispatch/KY (%)	48.13%	401							YES
M&R-1	xDSL ADSL, HDSL and UCLJ/Non-Dispatch/KY (%)	3.37%	741							YES
M&R-1	UNE ISDN/Dispatch/KY (%)	11.11%	18							YES
M&R-1	UNE ISDN/Non-Dispatch/KY (%)	3.65%	26							YES
M&R-1	Line Sharing/Dispatch/KY (%)	48.13%	401							YES
M&R-1	Line Sharing/Non-Dispatch/KY (%)	3.37%	741							YES
M&R-1	2W Analog Loop Design/Dispatch/KY (%)	14.21%	22,892							YES
M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	14.13%	22,658							YES
M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	4.69%	8,363							YES
M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	2.16%	602							YES
M&R-1	Other Design/Dispatch/KY (%)	4.49%	9,314							YES
M&R-1	Other Design/Non-Dispatch/KY (%)	14.21%	22,892							YES
M&R-1	LNP (Standalone)/Dispatch/KY (%)	14.16%	22,713							YES
M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	4.48%	9,191							YES

Customer Trouble Report Rate

M&R-2	Switch Ports/Dispatch/KY (%)	2.21%	1,027,880							
M&R-2	Switch Ports/Non-Dispatch/KY (%)	0.89%	1,027,880							
M&R-2	Local Interface Transport/Dispatch/KY (%)	2.13%	8,783							YES
M&R-2	Local Interface Transport/Non-Dispatch/KY (%)	1.54%	8,783							YES
M&R-2	Loop + Port Combinations/Dispatch/KY (%)	2.07%	1,103,586							YES
M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	0.84%	1,103,586							YES
M&R-2	Combo Other/Dispatch/KY (%)	1.86%	1,264,570							YES
M&R-2	Combo Other/Non-Dispatch/KY (%)	1.40%	28,727							YES
M&R-2	xDSL ADSL, HDSL and UCLJ/Dispatch/KY (%)	2.58%	28,727							YES
M&R-2	xDSL ADSL, HDSL and UCLJ/Non-Dispatch/KY (%)	0.55%	3,263							NO
M&R-2	UNE ISDN/Dispatch/KY (%)	1.80%	28,727							YES
M&R-2	UNE ISDN/Non-Dispatch/KY (%)	0.40%	28,727							YES
M&R-2	Line Sharing/Dispatch/KY (%)	2.58%	28,727							YES
M&R-2	Line Sharing/Non-Dispatch/KY (%)	2.07%	1,103,586							YES
M&R-2	2W Analog Loop Design/Dispatch/KY (%)	2.07%	1,103,586							YES
M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	2.07%	1,103,586							YES

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M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)
M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)
M&R-2	Other Design/Dispatch/KY (%)
M&R-2	Other Design/Dispatch/KY (%)
M&R-2	Other Non-Design/Dispatch/KY (%)
M&R-2	Other Non-Design/Dispatch/KY (%)
M&R-2	LNP (Standalone)/Dispatch/KY (%)
M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB FT	2.20%	1,027,880	2.34%	171		0.01135	-0.1188	YES
R&B (POTS) excl SB FT	0.81%	1,027,880	0.00%	171		0.00690	1.1794	YES
Design	0.37%	160,974	2.39%	794		0.00218	-9.2801	NO
Design	0.35%	160,974	1.13%	794		0.00210	-3.7377	NO
R&B	2.07%	1,103,596	0.00%	121		0.01309	1.5842	YES
R&B	0.84%	1,103,596	0.00%	121		0.00835	1.0105	YES
R&B (POTS)	2.21%	1,027,880						
R&B (POTS)	0.89%	1,027,880						

M&R-3	Switch Ports/Dispatch/KY (hours)
M&R-3	Switch Ports/Dispatch/KY (hours)
M&R-3	Local Interoffice Transport/Dispatch/KY (hours)
M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)
M&R-3	Loop + Port Combinations/Dispatch/KY (hours)
M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)
M&R-3	Combo Other/Dispatch/KY (hours)
M&R-3	Combo Other/Non-Dispatch/KY (hours)
M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)
M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)
M&R-3	LINE ISDN/Dispatch/KY (hours)
M&R-3	LINE ISDN/Non-Dispatch/KY (hours)
M&R-3	Line Sharing/Dispatch/KY (hours)
M&R-3	Line Sharing/Non-Dispatch/KY (hours)
M&R-3	2W Analog Loop Design/Dispatch/KY (hours)
M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)
M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)
M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)
M&R-3	Other Design/Dispatch/KY (hours)
M&R-3	Other Design/Non-Dispatch/KY (hours)
M&R-3	Other Non-Design/Dispatch/KY (hours)
M&R-3	Other Non-Design/Non-Dispatch/KY (hours)
M&R-3	LNP (Standalone)/Dispatch/KY (hours)
M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	27.03	22,713			33,612			
R&B (POTS)	12.26	9,191			29,095			
DS1/DS3	5.06	187	0.00	0	3,557			YES
DS1/DS3	2.09	135	0.00	0	2,435			YES
R&B	26.93	22,892	16.55	779	33,566	1,22292	8.4866	YES
R&B	12.13	9,314	3.92	177	28,937	2,19564	3.7385	YES
R&B&D - Disp	26.38	23,494	4.68	5	33,319	14,90226	1.4662	YES
R&B&D - Disp	40.37	401	3.06	3	33,319	19,23792	1.3512	YES
ADSL to Retail	2.63	741	2.30	2	53,484	37,91302	0.9842	YES
ADSL to Retail	8.94	18	5.16	7	13,925	8,05560	0.0406	YES
ISDN - BRI	3.03	26	5.91	4	13,862	6,17456	0.6116	YES
ADSL to Retail	40.37	401	41.00	2	53,484	37,91302	-0.0165	YES
ADSL to Retail	2.63	741	27.80	12	13,925	4,43294	-5.6786	NO
R&B - Disp	26.93	22,892	11.07	10	33,566	9,69225	1.6363	YES
R&B - Disp	26.93	22,892	1.00	3	33,566	19,38069	1.3380	YES
R&B (POTS) excl SB FT	27.03	22,658	3.25	4	33,617	16,81017	1.4147	YES
R&B (POTS) excl SB FT	13.08	6,363	0.00	0	30,261			YES
Design	5.59	602	3.84	19	6,151	1,43325	1.2225	YES
Design	2.74	561	2.60	9	4,763	1,60045	0.0840	YES
R&B	26.93	22,892	0.00	0	33,566			YES
R&B	12.13	9,314	0.00	0	28,937			YES
R&B (POTS)	27.03	22,713			33,612			
R&B (POTS)	12.26	9,191			29,095			

M&R-4	Switch Ports/Dispatch/KY (%)
M&R-4	Switch Ports/Dispatch/KY (%)
M&R-4	Local Interoffice Transport/Dispatch/KY (%)
M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)
M&R-4	Loop + Port Combinations/Dispatch/KY (%)
M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)
M&R-4	Combo Other/Dispatch/KY (%)
M&R-4	Combo Other/Non-Dispatch/KY (%)
M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
M&R-4	LINE ISDN/Dispatch/KY (%)
M&R-4	LINE ISDN/Non-Dispatch/KY (%)
M&R-4	Line Sharing/Dispatch/KY (%)
M&R-4	Line Sharing/Non-Dispatch/KY (%)
M&R-4	2W Analog Loop Design/Dispatch/KY (%)
M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)
M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)
M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
M&R-4	Other Design/Dispatch/KY (%)
M&R-4	Other Design/Non-Dispatch/KY (%)
M&R-4	Other Non-Design/Dispatch/KY (%)
M&R-4	Other Non-Design/Non-Dispatch/KY (%)
M&R-4	LNP (Standalone)/Dispatch/KY (%)
M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	17.99%	22,713						
R&B (POTS)	13.49%	9,191						
DS1/DS3	23.53%	187	0.00%	0				YES
DS1/DS3	17.78%	135	0.00%	0				YES
R&B	17.93%	22,892	12.58%	779		0.01398	3.8291	YES
R&B	13.41%	9,314	4.52%	177		0.02596	3.4384	YES
R&B&D - Disp	18.12%	23,494	0.00%	5		0.22238	0.8146	YES
R&B&D - Disp	18.12%	23,494	0.00%	3		0.31165	-0.7642	YES
ADSL to Retail	26.18%	401	50.00%	2		0.25721	-0.2413	YES
ADSL to Retail	27.13%	741	33.33%	3		0.10203	-0.8556	YES
ISDN - BRI	5.55%	18	14.29%	7		0.10329	-2.0481	NO
ISDN - BRI	3.85%	26	25.00%	4		0.31165	-2.0481	YES
ADSL to Retail	26.18%	401	50.00%	2		0.14154	-0.9066	YES
ADSL to Retail	27.13%	741	0.00%	10		0.11077	1.6188	YES
R&B - Disp	17.93%	22,892	0.00%	12		0.22150	0.8096	YES
R&B - Disp	18.00%	22,658	0.00%	4		0.19210	0.9369	YES
R&B (POTS) excl SB FT	13.27%	8,363	0.00%	0				YES
R&B (POTS) excl SB FT	19.96%	602	21.05%	19				YES
Design	17.93%	561	22.22%	9				YES
Design	13.41%	9,314	0.00%	0				YES
R&B	17.99%	22,713						
R&B (POTS)	13.49%	9,191						

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Out of Service > 24 hours

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
M&R-5 Switch Ports/Dispatch/KY (%)	17.48%	14,861						
M&R-5 Switch Ports/Non-Dispatch/KY (%)	11.40%	2,992						
M&R-5 Local Interoffice Transport/Dispatch/KY (%)	0.00%	187	0.00%	0				YES
M&R-5 Local Interoffice Transport/Non-Dispatch/KY (%)	0.00%	135	0.00%	0				YES
M&R-5 Loop + Port Combinations/Dispatch/KY (%)	17.42%	14,962	12.48%	537	0.01666	2,966.1	2,966.1	YES
M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%)	11.22%	3,047	2.06%	97	0.03256	2,814.2	2,814.2	YES
M&R-5 Combo Other/Dispatch/KY (%)	16.83%	15,564	0.00%	5	0.16733	1,005.6	1,005.6	YES
M&R-5 Combo Other/Non-Dispatch/KY (%)	16.83%	15,564	0.00%	3	0.21601	0,779.0	0,779.0	YES
M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	48.13%	401	0.00%	2	0.35419	1,356.9	1,356.9	YES
M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	3.37%	741	0.00%	3	0.10445	0,323.0	0,323.0	YES
M&R-5 UNE ISDN/Dispatch/KY (%)	11.11%	18	0.00%	7	0.13999	0,793.7	0,793.7	YES
M&R-5 UNE ISDN/Non-Dispatch/KY (%)	3.65%	26	0.00%	4	0.10329	0,372.4	0,372.4	YES
M&R-5 Line Sharing/Dispatch/KY (%)	48.13%	401	0.00%	0				YES
M&R-5 Line Sharing/Non-Dispatch/KY (%)	3.37%	741	0.00%	0				YES
M&R-5 2W Analog Loop Design/Dispatch/KY (%)	17.42%	14,962	25.00%	12	0.10953	-0,692.3	-0,692.3	YES
M&R-5 2W Analog Loop Design/Non-Dispatch/KY (%)	17.42%	14,962	0.00%	3	0.21899	0,795.4	0,795.4	YES
M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)	17.48%	14,860	0.00%	0				YES
M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY (%)	11.41%	2,988	0.00%	0				YES
M&R-5 Other Design/Dispatch/KY (%)	2.16%	602	0.00%	19	0.03387	0,637.6	0,637.6	YES
M&R-5 Other Design/Non-Dispatch/KY (%)	0.53%	561	0.00%	9	0.02450	0,216.2	0,216.2	YES
M&R-5 Other Non-Design/Dispatch/KY (%)	17.42%	14,962	0.00%	0				YES
M&R-5 Other Non-Design/Non-Dispatch/KY (%)	11.22%	3,047	0.00%	0				YES
M&R-5 LNP (Standalone)/Dispatch/KY (%)	17.48%	14,861						
M&R-5 LNP (Standalone)/Non-Dispatch/KY (%)	11.40%	2,992						

Unbundled Network Elements - Billing

Invoice Accuracy	BST - State
B-1 KY (%)	98.50% \$101,503,391 100.00% \$1,762,861 0.00009 -162,490.7 YES

Mean Time to Deliver Invoices - CRIS

B-2 Region (business days)	4.05 1 3.63 1,731 YES
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**Bellsouth Monthly State Summary
Kentucky, September 2002**

Benchmark/
Analog

BST Measure

BST Volumes

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

Z-score

Equity

	Benchmark/ Analog	BST Measure	BST Volumes	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z-score	Equity
Local Interconnection Trunks - Ordering									
% Rejected Service Requests									
C.1.1	O-7	Diagnostic		86.67%	15				Diagnostic
C.1.2	O-8	>= 85% w in 4 days		80.00%	10				NO
C.1.3	O-9	>= 95% w in 10 days		100.00%	13				YES
C.1.4	O-11	>= 95%		100.00%	10				YES
C.1.5	O-11	>= 95%							
Local Interconnection Trunks - Provisioning									
Order Completion Interval									
C.2.1	P-4	Parity w Retail	23.29	11.27	5	13.705	6.45346	1.8631	YES
C.2.2	P-1	Parity w Retail	0.00	0.00	0				YES
C.2.3	P-2	Parity w Retail	0.00%	0.00%	9		0.00000		YES
C.2.4	P-2	95% >= 48 hrs							
C.2.5	P-3	Parity w Retail	0.00%	0.00%	9		0.00000		YES
C.2.6	P-9	Parity w Retail	0.59%	0.00%	704		0.00312	1.9825	YES
C.2.7	P-5	Parity w Retail	243.53	18.31	3	450.985	269.96373	0.8343	YES
C.2.8	P-10	Diagnostic		7.94	3				Diagnostic
C.2.10.1	P-6	Diagnostic		0.00%	4				Diagnostic
C.2.10.2	P-6	Diagnostic		0.00%	1				Diagnostic
Service Order Accuracy									
C.2.11.1	P-11	>= 95%		100.00%	16				YES
C.2.11.1.2	P-11	>= 95%		100.00%	11				YES
C.2.11.2.1	P-11	>= 95%		100.00%	96				YES
C.2.11.2.2	P-11	>= 95%		100.00%	75				YES
Local Interconnection Trunks - Maintenance and Repair									
Missed Repair Appointments									
C.3.1.1	M&R-1	Parity w Retail	0.00%	0.00%	0				YES
C.3.1.2	M&R-1	Parity w Retail	0.00%	0.00%	0				YES
C.3.2.1	M&R-2	Parity w Retail	0.00%	0.00%	19,441		0.00000		YES
C.3.2.2	M&R-2	Parity w Retail	0.04%	0.00%	19,441		0.00016	2.5434	YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.3.1	Maintenance Average Duration									
C.3.3.2	M&R-3 Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail	0.00	0	0.00	0				YES
	M&R-3 Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	0.14	37	0.00	0	0.351			YES
C.3.4.1	% Repeat Troubles within 30 Days									
C.3.4.2	M&R-4 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
	M&R-4 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	37	0.00%	0				YES
C.3.5.1	Out of Service > 24 hours									
C.3.5.2	M&R-5 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
	M&R-5 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	37	0.00%	0				YES
	Local Interconnection Trunks - Billing									
C.4.1	Invoice Accuracy									
	B-1 KY (%)	BST - State	98.50%	\$101,503,391	99.66%	\$442,278	0.00018	-63.3645		YES
C.4.2	Mean Time to Deliver Invoices - CABS									
	B-2 Region (calendar days)	BST - Region	4.68	1	4.16	11,547				YES
	Local Interconnection Trunks - Trunk Blocking									
C.5.1	Trunk Group Performance - Aggregate									
	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

OSS-2	EDIR/Region (%)	OSS-2	LENS/Region (%)	OSS-2	LEO/Region (%)	OSS-2	LESO/Region (%)	OSS-2	TAG/Region (%)	OSS-2	PSIMS/Region (%)	OSS-2	LNP Gateway/Region (%)	OSS-2	SGG/COG/Region (%)	OSS-2	DOM/Region (%)	OSS-2	SOG/Region (%)
D.1.1.1	>= 99.5%	D.1.1.2	>= 99.5%	D.1.1.3	>= 99.5%	D.1.1.4	>= 99.5%	D.1.1.5	>= 99.5%	D.1.1.6	>= 99.5%	D.1.1.7	>= 99.5%	D.1.1.8	>= 99.5%	D.1.1.9	>= 99.5%	D.1.1.10	>= 99.5%

% Interface Availability - BST & CLEC

OSS-2	ATLAS/Region (%)	OSS-2	COFF/Region (%)	OSS-2	BOCR/S/CRIS/Region (%)	OSS-2	DSAP/Region (%)	OSS-2	RSAG/Region (%)	OSS-2	SOGS/Region (%)	OSS-2	SONGS/Region (%)	OSS-2	DOE/Region (%)
D.1.2.1	>= 99.5%	D.1.2.2	>= 99.5%	D.1.2.3	>= 99.5%	D.1.2.4	>= 99.5%	D.1.2.5	>= 99.5%	D.1.2.6	>= 99.5%	D.1.2.7	>= 99.5%	D.1.2.8	>= 99.5%

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

OSS-1	RSAG, by TN/Region (seconds)	OSS-1	RSAG, by TN/Region (seconds)	OSS-1	RSAG, by ADDR/Region (seconds)	OSS-1	RSAG, by ADDR/Region (seconds)	OSS-1	ATLAS/Region (seconds)	OSS-1	ATLAS/Region (seconds)	OSS-1	DSAP/Region (seconds)	OSS-1	CRSECSR/Region (seconds)	OSS-1	CRSECSR/Region (seconds)	OSS-1	COFF/Region (seconds)	OSS-1	PSIMS/ORB/Region (seconds)	OSS-1	PSIMS/ORB/Region (seconds)		
D.1.3.1.1	2.69	D.1.3.1.2	1.667,412	D.1.3.2.1	2.81	D.1.3.2.2	4.088,401	D.1.3.3.1	2.78	D.1.3.3.2	776,652	D.1.3.4.1	2.49	D.1.3.5.1	2.56	D.1.3.5.2	1,326,553	D.1.3.6.1	3.01	D.1.3.6.2	4,333,768	D.1.3.7.1	3.12	D.1.3.7.2	8,590,082

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

OSS-1	RSAG, by TN/Region (seconds)	OSS-1	RSAG, by TN/Region (seconds)	OSS-1	RSAG, by ADDR/Region (seconds)	OSS-1	RSAG, by ADDR/Region (seconds)	OSS-1	ATLAS - MLH/Region (seconds)	OSS-1	ATLAS - MLH/Region (seconds)	OSS-1	ATLAS - DID/Region (seconds)	OSS-1	ATLAS - TN/Region (seconds)	OSS-1	ATLAS - TN/Region (seconds)	OSS-1	DSAP/Region (seconds)	OSS-1	TAG/Region (seconds)	OSS-1	TAG/Region (seconds)				
D.1.4.1.1	2.69	D.1.4.1.2	1.667,412	D.1.4.2.1	2.78	D.1.4.2.2	4.088,401	D.1.4.3.1	4.68	D.1.4.3.2	793,264	D.1.4.4.1	2.78	D.1.4.4.2	776,652	D.1.4.5.1	2.49	D.1.4.5.2	1,326,553	D.1.4.6.1	2.56	D.1.4.6.2	4,333,768	D.1.4.7.1	3.01	D.1.4.7.2	8,590,082

Operations Support Systems - Maintenance and Repair

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 99.5%	100.00%		100.00%					YES
>= 99.5%	99.93%		99.93%					YES
>= 99.5%	99.95%		99.95%					YES
>= 99.5%	100.00%		100.00%					YES
>= 99.5%	99.96%		99.96%					YES
>= 99.5%	100.00%		100.00%					YES
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	99.94%		99.94%					YES
>= 99.5%	100.00%		100.00%					YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	99.98%		99.98%					YES
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	99.99%		99.99%					YES
>= 99.5%	100.00%		100.00%					YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
RNS - RSAG, by TN + 2 sec	2.69	1,667,412	1.58	325,087				YES
ROS - RSAG, by TN + 2 sec	2.78	9,067	1.58	325,087				YES
RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	1.14	244,313				YES
ROS - RSAG, by ADDR + 2 sec	4.68	793,264	1.14	244,313				YES
RNS - ATLAS + 2 sec	2.78	776,652	1.21	75,663				YES
ROS - ATLAS + 2 sec	2.49	334,800	1.21	75,663				YES
RNS - DSAP + 2 sec	2.56	1,326,553	5.27	199,703				NO
ROS - DSAP + 2 sec	2.53	312,467	5.27	199,703				NO
RNS - CRSECSR + 2 sec	3.01	4,333,768	1.13	860,615				YES
ROS - CRSECSR + 2 sec	2.60	1,238,562	1.13	860,615				YES
RNS - OASISBIG + 2 sec	3.12	8,590,082	4.24	19,879				NO
ROS - OASISBIG + 2 sec	3.70	670,935	4.24	19,879				NO
RNS - OASISBIG + 2 sec	3.12	8,590,082	0.35	40,722				YES
ROS - OASISBIG + 2 sec	3.70	670,935	0.35	40,722				YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
RNS - RSAG, by TN + 2 sec	2.69	1,667,412	1.28	645,302				YES
ROS - RSAG, by TN + 2 sec	2.78	9,067	1.28	645,302				YES
RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	2.17	109,655				YES
ROS - RSAG, by ADDR + 2 sec	4.68	793,264	2.17	109,655				YES
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
RNS - ATLAS - TN + 2 sec	2.78	776,652	1.69	27,742				YES
ROS - ATLAS - TN + 2 sec	2.49	334,800	1.69	27,742				YES
RNS - DSAP + 2 sec	2.56	1,326,553	1.06	20,838				YES
ROS - DSAP + 2 sec	2.53	312,467	1.06	20,838				YES
RNS - CRSECSR + 2 sec	3.01	4,333,768	2.22	654,959				YES
ROS - CRSECSR + 2 sec	2.60	1,238,562	2.22	654,959				YES

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Benchmark/
Analog

BST Measure 100.00%
BST Volume
CLEC Measure 100.00%
CLEC Volume
Standard Deviation
Standard Error
Zscore
Equity

>= 99.5%
YES
100.00%
YES
99.93%
YES
99.99%
YES
99.90%
YES
100.00%
YES
100.00%
YES
100.00%
YES
99.82%
YES
99.99%
YES

% Interface Availability - BST
TAFI/Region (%)
% Interface Availability - CLEC
CLEC TAFI/Region (%)
ECIA/Region (%)

% Interface Availability - BST & CLEC
CRIS/Region (%)
LMOS HOST/Region (%)
LNPI/Region (%)
MARCH/Region (%)
OSPCM/Region (%)
Predictor/Region (%)
SOC/SI/Region (%)

Average Response Interval <= 4 Seconds
CRIS/Region (%)
DLETH/Region (%)
DLR/Region (%)
LMOS/Region (%)
LMOSupd/Region (%)
LNPI/Region (%)
MARCH/Region (%)
OSPCM/Region (%)
Predictor/Region (%)
SOC/SI/Region (%)
NIWI/Region (%)

Average Response Interval <= 10 Seconds
CRIS/Region (%)
DLETH/Region (%)
DLR/Region (%)
LMOS/Region (%)
LMOSupd/Region (%)
LNPI/Region (%)
MARCH/Region (%)
OSPCM/Region (%)
Predictor/Region (%)
SOC/SI/Region (%)
NIWI/Region (%)

Average Response Interval > 10 Seconds
CRIS/Region (%)
DLETH/Region (%)
DLR/Region (%)
LMOS/Region (%)
LMOSupd/Region (%)
LNPI/Region (%)
MARCH/Region (%)
OSPCM/Region (%)
Predictor/Region (%)
SOC/SI/Region (%)
NIWI/Region (%)

D.2.1

D.2.2.1
D.2.2.2

D.2.3.1
D.2.3.2
D.2.3.3
D.2.3.4
D.2.3.5
D.2.3.6
D.2.3.7

D.2.4.1
D.2.4.2
D.2.4.3
D.2.4.4
D.2.4.5
D.2.4.6
D.2.4.7
D.2.4.8
D.2.4.9
D.2.4.10
D.2.4.11

D.2.5.1
D.2.5.2
D.2.5.3
D.2.5.4
D.2.5.5
D.2.5.6
D.2.5.7
D.2.5.8
D.2.5.9
D.2.5.10
D.2.5.11

D.2.6.1
D.2.6.2
D.2.6.3
D.2.6.4
D.2.6.5
D.2.6.6
D.2.6.7
D.2.6.8
D.2.6.9
D.2.6.10
D.2.6.11

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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

C-1	Virtual/KY (calendar days)								
C-1	Physical Caged/KY (calendar days)								
C-1	Physical Cageless/KY (calendar days)		9					3	YES

<= 20 days
<= 30 days
<= 30 days

Average Arrangement Time

C-2	Virtual-Ordinary/KY (calendar days)								
C-2	Virtual-Extraordinary/KY (calendar days)								
C-2	Physical Caged/KY (calendar days)								
C-2	Physical Cageless/KY (calendar days)		55					1	YES
C-2	Physical Cageless-Extraordinary/KY (calendar days)								

<= 50 days
<= 75 days
<= 90 days
<= 60 days
<= 90 days

% Due Dates Missed

C-3	Virtual/KY (%)								
C-3	Physical/KY (%)		0.00%					1	YES

< 5% missed
< 5% missed

E.1.1.1
E.1.1.2
E.1.1.3

E.1.2.1
E.1.2.2
E.1.2.3
E.1.2.4
E.1.2.5

E.1.3.1
E.1.3.2

**BellSouth Monthly State Summary
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	Benchmark/ Attibg	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1	Diagnostic			89.83%	368,804				Diagnostic
F.1.1.2	Diagnostic			89.83%	368,804				Diagnostic
F.1.1.3	>= 95%			90.20%	154,447				NO
F.1.1.4	>= 90%			77.80%	4,459				NO
F.1.1.5	>= 85%			89.81%	209,898				YES
% Flow Through Service Requests - Achieved									
F.1.2.1	Diagnostic			83.37%	397,389				Diagnostic
F.1.2.2	Diagnostic			83.37%	397,389				Diagnostic
F.1.2.3	>= 85%			85.39%	163,154				Diagnostic
F.1.2.4	>= 80%			57.73%	6,009				Diagnostic
F.1.2.5	>= 75%			82.60%	228,226				Diagnostic
% Flow Through Service Requests - LMP									
F.1.3.1	>= 85%			88.81%	9,298				YES
F.1.3.2	>= 80%			88.81%	9,298				YES
F.1.3.3	Diagnostic								Diagnostic
F.1.3.4	Diagnostic								Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1	>= 95% w in 3 bus days			0.00%	1				NO
Loop Makeup Inquiry (Electronic)									
F.2.2	>= 95% w in 1 min			99.35%	153				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	>= 95% w in 5 bus days								
F.3.1.2	>= 95% w in 5 bus days								
Average Speed of Answer									
F.4.1	Party w Retail			22.08	40,855				YES
General - Maintenance Center									
Average Answer Time									
F.5.1	Party w Retail			26.57	96,672				YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	PBD			4.42					PBD
% Answered in 10 seconds									
F.6.2	PBD			83.30%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	PBD			4.89					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	PBD	89.70%							PBD
General - E911									
F.8.1	PBD	0.85	1,834						PBD
F.8.2	PBD	97.58%	111,604						PBD
F.8.3	PBD	100.00%	1,834						PBD
General - Billing									
F.9.1	Parity w Retail	99.92%	2,354	100.00%	25,526	0.00063		-1.3538	YES
F.9.2	Parity w Retail	99.83%	55,590	99.64%	638,999,122	0.00017		11.0808	NO
F.9.3	Parity w Retail	99.92%	55,590	99.95%	638,999,122	0.00012		-2.6148	YES
F.9.4	Parity w Retail	3.41	55,590	2.29	638,999,122				YES
F.9.5.1	Parity w Retail	90.71%	\$3,016,441	98.79%	\$116,661	0.00284		-28.4043	YES
F.9.5.2	>= 90%			99.48%	\$124,362				YES
F.9.5.3	>= 90%			99.99%	\$819				YES
F.9.6.1	Parity w Retail	84.02%	\$4,536,553	99.03%	\$133,758	0.00254		-59.0421	YES
F.9.6.2	>= 90%			99.46%	\$181,369				YES
F.9.6.3	>= 90%			97.89%	\$25,649				YES
General - Change Management									
F.10.1	>= 95% w in 30 days								
F.10.2	>= 22 days prior to release								
F.10.3	>= 95% w in 30 days								
F.10.4	>= 95% w in 5 days								
F.10.5	>= 22 days prior to release								
F.10.6	>= 97% w in 15 min			100.00%	11				YES
F.10.7	>= 95% w in 10 days			100.00%	1				YES
F.10.8	>= 95% w in 30 days			100.00%	3				YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9									
F.10.10	>= 95% w in 45 days								
F.10.11	>= 95% w in 10 days			100.00%	5				YES
F.10.12	Diagnostic			40.00%	5				Diagnostic
F.10.13	= 0 Defects								
F.10.14	= 0 Defects								
F.10.15	= 0 Defects								
F.10.16	<= 5%								
F.10.17	>= 95% w in 60 days								
F.11.1	>= 90% w in 30 bus days			100.00%	8				YES
F.11.2	>= 90% w in 10 bus days								
F.11.3	>= 90% w in 30 bus days			100.00%	8				YES
F.11.4	>= 90% w in 60 bus days								
F.12.1.1	>= 95% w in 30 min			100.00%	170,425				YES
F.12.1.2	>= 95% w in 30 min			100.00%	488,345				YES
F.12.2.1	100%			100.00%	170,425				YES
F.12.2.2	100%			100.00%	488,345				YES
F.13.1.1	PBD	0.28	21	0.28	21				PBD
F.13.1.2	PBD	0.07	26	0.07	26				PBD
F.13.1.3	PBD	3.97	20	3.97	20				PBD
F.13.2.1	>= 95%			99.93%	1,360				YES
F.13.2.2	>= 95%			96.76%	838				YES
F.13.2.3	>= 95%			95.38%	646				YES
F.13.3	100%			100.00%	63				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

WGR.7 Region (minutes)

Party w Retail

127

1

120

1

YES

F.14.1