

Bellsouth Monthly State Summary Kentucky, October 2002

Benchmark/
Analog

BST
measure

BST
Volume

CLEC
measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

Resale - Ordering		Benchmarks		CLEC		Standard		Equity	
		measure	Volume	measure	Volume	Deviation	Error	Zscore	Equity
% Rejected Service Requests - Mechanized									
A.1.1.1	O-7	Residence/KY (%)		10.91%	7,020				Diagnostic
A.1.1.2	O-7	Business/KY (%)		20.44%	181				Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)							Diagnostic
A.1.1.4	O-7	PBX/KY (%)							Diagnostic
A.1.1.5	O-7	Centrex/KY (%)							Diagnostic
A.1.1.6	O-7	ISDN/KY (%)							Diagnostic
% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/KY (%)		24.58%	891				Diagnostic
A.1.2.2	O-7	Business/KY (%)		45.57%	79				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)							Diagnostic
A.1.2.4	O-7	PBX/KY (%)		0.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/KY (%)							Diagnostic
A.1.2.6	O-7	ISDN/KY (%)							Diagnostic
% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/KY (%)		55.64%	133				Diagnostic
A.1.3.2	O-7	Business/KY (%)		52.73%	55				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)		23.08%	26				Diagnostic
A.1.3.4	O-7	PBX/KY (%)		37.50%	8				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)		33.33%	6				Diagnostic
A.1.3.6	O-7	ISDN/KY (%)		25.00%	4				Diagnostic
Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/KY (%)		99.48%	766				YES
A.1.4.2	O-8	Business/KY (%)		100.00%	37				YES
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr						
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr						
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr						
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr						
Reject Interval - Partially Mechanized - 10 hours									
A.1.7.1	O-8	Residence/KY (%)		95.50%	222				YES
A.1.7.2	O-8	Business/KY (%)		97.30%	37				YES
A.1.7.3	O-8	Design (Specials)/KY (%)	>= 85% w in 10 hrs						
A.1.7.4	O-8	PBX/KY (%)	>= 85% w in 10 hrs						
A.1.7.5	O-8	Centrex/KY (%)	>= 85% w in 10 hrs						
A.1.7.6	O-8	ISDN/KY (%)	>= 85% w in 10 hrs						
Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/KY (%)		98.65%	74				YES
A.1.8.2	O-8	Business/KY (%)		100.00%	29				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs						YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs						YES
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs						YES
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs						YES
FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/KY (%)		99.30%	6,250				YES
A.1.9.2	O-9	Business/KY (%)		100.00%	143				YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs						
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs						
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs						
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs						
FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/KY (%)		96.68%	723				YES

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Item	Business/KY (%)	Design (Specials)/KY (%)	PBX/KY (%)	Centrex/KY (%)	ISDN/KY (%)
A.1.12.2					
A.1.12.3					
A.1.12.4					
A.1.12.5					
A.1.12.6					

Benchmark/
Analog
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs
 >= 85% w in 10 hrs

FOC Timeliness - Non-Mechanized

Item	Residence/KY (%)	Business/KY (%)	Design (Specials)/KY (%)	PBX/KY (%)	Centrex/KY (%)	ISDN/KY (%)
A.1.13.1						
A.1.13.2						
A.1.13.3						
A.1.13.4						
A.1.13.5						
A.1.13.6						

>= 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

Item	Residence/EDIJKY (%)	Residence/TAGIKY (%)	Business/EDIJKY (%)	Business/TAGIKY (%)	Design (Specials)/EDIJKY (%)	Design (Specials)/TAGIKY (%)	PBX/EDIJKY (%)	PBX/TAGIKY (%)	Centrex/EDIJKY (%)	Centrex/TAGIKY (%)	ISDN/EDIJKY (%)	ISDN/TAGIKY (%)
A.1.14.1.1												
A.1.14.1.2												
A.1.14.2.1												
A.1.14.2.2												
A.1.14.3.1												
A.1.14.3.2												
A.1.14.4.1												
A.1.14.4.2												
A.1.14.5.1												
A.1.14.5.2												
A.1.14.6.1												
A.1.14.6.2												

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

FOC & Reject Response Completeness - Partially Mechanized

Item	Residence/EDIJKY (%)	Residence/TAGIKY (%)	Business/EDIJKY (%)	Business/TAGIKY (%)	Design (Specials)/EDIJKY (%)	Design (Specials)/TAGIKY (%)	PBX/EDIJKY (%)	PBX/TAGIKY (%)	Centrex/EDIJKY (%)	Centrex/TAGIKY (%)	ISDN/EDIJKY (%)	ISDN/TAGIKY (%)
A.1.15.1.1												
A.1.15.1.2												
A.1.15.2.1												
A.1.15.2.2												
A.1.15.3.1												
A.1.15.3.2												
A.1.15.4.1												
A.1.15.4.2												
A.1.15.5.1												
A.1.15.5.2												
A.1.15.6.1												
A.1.15.6.2												

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

FOC & Reject Response Completeness - Non-Mechanized

Item	Residence/KY (%)	Business/KY (%)	Design (Specials)/KY (%)	PBX/KY (%)	Centrex/KY (%)	ISDN/KY (%)
A.1.16.1						
A.1.16.2						
A.1.16.3						
A.1.16.4						
A.1.16.5						
A.1.16.6						

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

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

Item	Residence/EDIJKY (%)	Residence/TAGIKY (%)	Business/EDIJKY (%)	Business/TAGIKY (%)	Design (Specials)/EDIJKY (%)	Design (Specials)/TAGIKY (%)	PBX/EDIJKY (%)	PBX/TAGIKY (%)	Centrex/EDIJKY (%)	Centrex/TAGIKY (%)
A.1.17.1.1										
A.1.17.1.2										
A.1.17.2.1										
A.1.17.2.2										
A.1.17.3.1										
A.1.17.3.2										
A.1.17.4.1										
A.1.17.4.2										
A.1.17.5.1										
A.1.17.5.2										

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

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

90.20%	51					YES
100.00%	1					YES

100.00%	54					YES
96.00%	25					YES
94.44%	18					YES
83.33%	6					NO
100.00%	3					YES
100.00%	3					YES

100.00%	70					YES
99.86%	6,950					YES
100.00%	4					YES
99.44%	177					YES

100.00%	4					YES
100.00%	887					YES
100.00%	2					YES
100.00%	77					YES
100.00%	1					YES

96.24%	133					YES
94.55%	55					NO
92.31%	26					NO
100.00%	8					YES
83.33%	6					NO
100.00%	4					YES

100.00%	70					YES
99.91%	6,940					YES
100.00%	4					YES
100.00%	176					YES

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-1 Business<10 circuits/Facility/KY (days)	26.82	17	10.00	1	63.600	65.44341	0.2571	YES
P-1 Business<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 Business<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 Business>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Business>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Business>=10 circuits/Other/KY (days)	0.00	0						
P-1 Design (Specials)<10 circuits/Facility/KY (days)	2.00	1	0.00	0	0.000			YES
P-1 Design (Specials)<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 Design (Specials)<10 circuits/Other/KY (days)	10.00	2	0.00	0	1.414			YES
P-1 Design (Specials)>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Design (Specials)>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Design (Specials)>=10 circuits/Other/KY (days)	0.00	0						
P-1 PBX<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1 PBX<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 PBX<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 PBX>=10 circuits/Facility/KY (days)	0.00	0						
P-1 PBX>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 PBX>=10 circuits/Other/KY (days)	0.00	0						
P-1 Centrex<10 circuits/Other/KY (days)	9.00	1			0.000			
P-1 Centrex<10 circuits/Equipment/KY (days)	0.00	0						
P-1 Centrex<10 circuits/Other/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Other/KY (days)	0.00	0						
P-1 ISDN<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN>=10 circuits/Facility/KY (days)	0.00	0						
P-1 ISDN>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 ISDN>=10 circuits/Other/KY (days)	0.00	0						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Res	0.29%	138,165	0.39%	4,915		0.00078	-1.2769	YES
Bus	1.36%	10,846	2.53%	158		0.00927	-1.2695	YES
Design	14.90%	879						
PBX	10.00%	60						
Centrex	1.36%	513						
ISDN	3.49%	487						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic			1.94%	103				Diagnostic
Diagnostic			2.27%	44				Diagnostic
Diagnostic			25.00%	4				Diagnostic
Diagnostic			0.00%	3				Diagnostic
Diagnostic			0.00%	2				Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 48 hrs			202.06	18				YES
>= 48 hrs			208.60	4				YES
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic			36.70	1				Diagnostic
Diagnostic			183.82	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-1 Business<10 circuits/Facility/KY (days)	26.82	17	10.00	1	63.600	65.44341	0.2571	YES
P-1 Business<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 Business<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 Business>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Business>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Business>=10 circuits/Other/KY (days)	0.00	0						
P-1 Design (Specials)<10 circuits/Facility/KY (days)	2.00	1	0.00	0	0.000			YES
P-1 Design (Specials)<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 Design (Specials)<10 circuits/Other/KY (days)	10.00	2	0.00	0	1.414			YES
P-1 Design (Specials)>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Design (Specials)>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Design (Specials)>=10 circuits/Other/KY (days)	0.00	0						
P-1 PBX<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1 PBX<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 PBX<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 PBX>=10 circuits/Facility/KY (days)	0.00	0						
P-1 PBX>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 PBX>=10 circuits/Other/KY (days)	0.00	0						
P-1 Centrex<10 circuits/Other/KY (days)	9.00	1			0.000			
P-1 Centrex<10 circuits/Equipment/KY (days)	0.00	0						
P-1 Centrex<10 circuits/Other/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Facility/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 Centrex>=10 circuits/Other/KY (days)	0.00	0						
P-1 ISDN<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1 ISDN>=10 circuits/Facility/KY (days)	0.00	0						
P-1 ISDN>=10 circuits/Equipment/KY (days)	0.00	0						
P-1 ISDN>=10 circuits/Other/KY (days)	0.00	0						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Res	0.29%	138,165	0.39%	4,915		0.00078	-1.2769	YES
Bus	1.36%	10,846	2.53%	158		0.00927	-1.2695	YES
Design	14.90%	879						
PBX	10.00%	60						
Centrex	1.36%	513						
ISDN	3.49%	487						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic			1.94%	103				Diagnostic
Diagnostic			2.27%	44				Diagnostic
Diagnostic			25.00%	4				Diagnostic
Diagnostic			0.00%	3				Diagnostic
Diagnostic			0.00%	2				Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 48 hrs			202.06	18				YES
>= 48 hrs			208.60	4				YES
>= 48 hrs								
>= 48 hrs								
>= 48 hrs								

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic			36.70	1				Diagnostic
Diagnostic			183.82	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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Benchmark/
Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic							Diagnostic
95% >= 48 hrs		100.00%	18				YES
95% >= 48 hrs		100.00%	4				YES
95% >= 48 hrs							
95% >= 48 hrs							
95% >= 48 hrs							

Diagnostic

ISDN/KY (hours)
Residence/KY (%)
Business/KY (%)
Design (Specials)/KY (%)
PBX/KY (%)
Centrex/KY (%)
ISDN/KY (%)

% Jeopardy Notice >= 48 hours - Mechanized

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

Diagnostic							Diagnostic
95% >= 48 hrs		0.00%	1				Diagnostic
95% >= 48 hrs		100.00%	1				Diagnostic
95% >= 48 hrs							Diagnostic
95% >= 48 hrs							Diagnostic

Diagnostic

ISDN/KY (%)
Residence/KY (%)
Business/KY (%)
Design (Specials)/KY (%)
PBX/KY (%)
Centrex/KY (%)
ISDN/KY (%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

Diagnostic

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

ISDN/KY (%)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Residence/<10 circuits/Dispatch/KY (%)	Res	4,970	9.70%	237		0.02575	3.3657	YES
Residence/<10 circuits/Non-Dispatch/KY (%)	Res	133,344	0.10%	4,781		0.00035	-1.3850	YES
Residence/>=10 circuits/Dispatch/KY (%)	Res	8						
Residence/>=10 circuits/Non-Dispatch/KY (%)	Res	1,942	2.56%	39		0.03546	0.5726	YES
Business/<10 circuits/Dispatch/KY (%)	Bus	8,869	0.00%	162		0.00188	0.2996	YES
Business/<10 circuits/Non-Dispatch/KY (%)	Bus	31						
Business/>=10 circuits/Dispatch/KY (%)	Bus	2						
Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	645	0.00%	1		0.22671	0.2933	YES
Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	189	0.00%	3		0.00000		YES
Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	34						
Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design							
Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design							
PBX/<10 circuits/Dispatch/KY (%)	PBX	15						
PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	32	0.00%	3				
PBX/>=10 circuits/Dispatch/KY (%)	PBX	2						
PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	8						
Centrex/<10 circuits/Dispatch/KY (%)	Centrex	113						
Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	396						
Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	4						
Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	2						
ISDN/<10 circuits/Dispatch/KY (%)	ISDN	81	3.70%	81				
ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	360	0.00%	2		0.00000		YES
ISDN/>=10 circuits/Dispatch/KY (%)	ISDN	50						
ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	11						

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

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

% Missed Installation Appointments

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

ISDN/KY (%)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Residence/<10 circuits/Dispatch/KY (%)	Res	5,388	10.05%	248		0.02114	0.9284	YES
Residence/<10 circuits/Non-Dispatch/KY (%)	Res	103,528	4.45%	4,404		0.00271	-4.6090	NO
Residence/>=10 circuits/Dispatch/KY (%)	Res	8						
Residence/>=10 circuits/Non-Dispatch/KY (%)	Res							
Business/<10 circuits/Dispatch/KY (%)	Bus	1,688	9.38%	32		0.05678	0.3625	YES
Business/<10 circuits/Non-Dispatch/KY (%)	Bus	8,307	8.70%	161		0.02304	0.2333	YES
Business/>=10 circuits/Dispatch/KY (%)	Bus	28						
Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	1						
Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	523	100.00%	2		0.15398	-6.1713	NO
Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	123	0.00%	1		0.09016	0.0902	YES
Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	15						
Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design							
PBX/<10 circuits/Dispatch/KY (%)	PBX	13						
PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	41	0.00%	2		0.15599	0.3127	YES
PBX/>=10 circuits/Dispatch/KY (%)	PBX	8						
PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX							

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX

ISDN/KY (%)
Residence/<10 circuits/Dispatch/KY (%)
Residence/<10 circuits/Non-Dispatch/KY (%)
Residence/>=10 circuits/Dispatch/KY (%)
Residence/>=10 circuits/Non-Dispatch/KY (%)
Business/<10 circuits/Dispatch/KY (%)
Business/<10 circuits/Non-Dispatch/KY (%)
Business/>=10 circuits/Dispatch/KY (%)
Business/>=10 circuits/Non-Dispatch/KY (%)
Design (Specials)/<10 circuits/Dispatch/KY (%)
Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
Design (Specials)/>=10 circuits/Dispatch/KY (%)
Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
PBX/<10 circuits/Dispatch/KY (%)
PBX/<10 circuits/Non-Dispatch/KY (%)
PBX/>=10 circuits/Dispatch/KY (%)
PBX/>=10 circuits/Non-Dispatch/KY (%)

% Provisioning Troubles within 30 Days

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX

ISDN/KY (%)
Residence/<10 circuits/Dispatch/KY (%)
Residence/<10 circuits/Non-Dispatch/KY (%)
Residence/>=10 circuits/Dispatch/KY (%)
Residence/>=10 circuits/Non-Dispatch/KY (%)
Business/<10 circuits/Dispatch/KY (%)
Business/<10 circuits/Non-Dispatch/KY (%)
Business/>=10 circuits/Dispatch/KY (%)
Business/>=10 circuits/Non-Dispatch/KY (%)
Design (Specials)/<10 circuits/Dispatch/KY (%)
Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
Design (Specials)/>=10 circuits/Dispatch/KY (%)
Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
PBX/<10 circuits/Dispatch/KY (%)
PBX/<10 circuits/Non-Dispatch/KY (%)
PBX/>=10 circuits/Dispatch/KY (%)
PBX/>=10 circuits/Non-Dispatch/KY (%)

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P-9	Centrex<10 circuits/Dispatch/KY (%)
P-9	Centrex<10 circuits/Non-Dispatch/KY (%)
P-9	Centrex/>=10 circuits/Dispatch/KY (%)
P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)
P-9	ISDN/<10 circuits/Dispatch/KY (%)
P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)
P-9	ISDN/>=10 circuits/Dispatch/KY (%)
P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)

Average Completion Notice Interval - Mechanized

P-5	Residence/<10 circuits/Dispatch/KY (hours)
P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)
P-5	Residence/>=10 circuits/Dispatch/KY (hours)
P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Business/<10 circuits/Dispatch/KY (hours)
P-5	Business/<10 circuits/Non-Dispatch/KY (hours)
P-5	Business/>=10 circuits/Dispatch/KY (hours)
P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
P-5	PBX/<10 circuits/Dispatch/KY (hours)
P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)
P-5	PBX/>=10 circuits/Dispatch/KY (hours)
P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Centrex/<10 circuits/Dispatch/KY (hours)
P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)
P-5	Centrex/>=10 circuits/Dispatch/KY (hours)
P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
P-5	ISDN/<10 circuits/Dispatch/KY (hours)
P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)
P-5	ISDN/>=10 circuits/Dispatch/KY (hours)
P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)

Average Completion Notice Interval - Non-Mechanized

P-5	Residence/<10 circuits/Dispatch/KY (hours)
P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)
P-5	Residence/>=10 circuits/Dispatch/KY (hours)
P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Business/<10 circuits/Dispatch/KY (hours)
P-5	Business/<10 circuits/Non-Dispatch/KY (hours)
P-5	Business/>=10 circuits/Dispatch/KY (hours)
P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
P-5	PBX/<10 circuits/Dispatch/KY (hours)
P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)
P-5	PBX/>=10 circuits/Dispatch/KY (hours)
P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)
P-5	Centrex/<10 circuits/Dispatch/KY (hours)
P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)
P-5	Centrex/>=10 circuits/Dispatch/KY (hours)
P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
P-5	ISDN/<10 circuits/Dispatch/KY (hours)
P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)
P-5	ISDN/>=10 circuits/Dispatch/KY (hours)
P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)

Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
9.68%	93						
2.41%	332						
9.09%	11						
0.00%	5	100.00%	1	0.00000			NO
3.85%	78	0.00%	2	0.13771		0.2783	YES
0.00%	130	0.00%	1	0.00000			YES
0.00%	18						
0.00%	19						

2.53	4,964	0.03	210	15,098	1,06297	2,3576	YES
0.56	132,945	0.37	4,706	4,966	0,07367	2,6622	YES
35.60	8			72,069			
2.81	1,925	0.02	25	22,026	4,43362	0,6300	YES
1.85	8,810	0.32	135	12,867	1,11567	1,3737	YES
1.27	31			4,874			
3.25	636			21,183			
1.13	189			3,521			
20.02	32			46,727			
30.18	15			61,317			
9.71	32			53,345			
9.19	2			12,975			
0.25	8			0,203			
3.26	112			23,301			
0.33	396			0,180			
0.02	4			0,008			
0.25	2			0,212			
18.25	80			43,945			
1.33	360			16,379			
11.38	48			23,841			
4.29	11			13,652			

25.91	26						Diagnostic
8.02	75						Diagnostic
							Diagnostic
							Diagnostic
28.76	14						Diagnostic
15.15	27						Diagnostic
							Diagnostic
							Diagnostic
45.67	1						Diagnostic
14.00	3						Diagnostic
							Diagnostic
							Diagnostic
44.27	3						Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
15.17	2						Diagnostic
							Diagnostic
							Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.2.2.1	P-10	Business<=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)	9.00	1				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)	3.17	2				Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)	5.26	2				Diagnostic
A.2.19.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.5.2.1	P-10	Centrex>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)	3.16	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.19.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.21.1.1.1	P-10	Residence<10 circuits/Dispatch/KY (days)	7.32	141				Diagnostic
A.2.21.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/KY (days)	0.82	2,000				Diagnostic
A.2.21.1.2.1	P-10	Residence>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.2.1.1	P-10	Business<10 circuits/Dispatch/KY (days)	2.68	13				Diagnostic
A.2.21.2.1.2	P-10	Business<10 circuits/Non-Dispatch/KY (days)	0.62	51				Diagnostic
A.2.21.2.2.1	P-10	Business>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.5.2.1	P-10	Centrex>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.6.2.1	P-10	ISDN>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.22.1.1.1	P-10	Residence<10 circuits/Dispatch/KY (days)	4.25	10				Diagnostic
A.2.22.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/KY (days)	0.74	394				Diagnostic
A.2.22.1.2.1	P-10	Residence>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.1.2.2	P-10	Residence>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.2.1.1	P-10	Business<10 circuits/Dispatch/KY (days)	1.15	2				Diagnostic
A.2.22.2.1.2	P-10	Business<10 circuits/Non-Dispatch/KY (days)	1.38	34				Diagnostic
A.2.22.2.2.1	P-10	Business>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.2.2.2	P-10	Business>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)						Diagnostic

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

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

A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

% Completions w/o Notice or < 24 hours

A.2.24.1.1	P-6	Residence/Dispatch/KY (%)						Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)						Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)						Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)						Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)						Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)						Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)						Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)						Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)						Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)						Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)						Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)						Diagnostic

Service Order Accuracy

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)						Diagnostic
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)						Diagnostic
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)						Diagnostic
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)						Diagnostic
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)						Diagnostic
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)						Diagnostic
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)						Diagnostic
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)						Diagnostic

Benchmark/Analog

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

Diagnostic	2.48	19						Diagnostic
Diagnostic	1.13	11						Diagnostic
Diagnostic								Diagnostic
Diagnostic	2.16	2						Diagnostic
Diagnostic	0.89	9						Diagnostic
Diagnostic								Diagnostic
Diagnostic	9.00	1						Diagnostic
Diagnostic	3.17	2						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	8.25	1						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	3.16	1						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Diagnostic	3.56%	225						Diagnostic
Diagnostic	5.67%	4,320						Diagnostic
Diagnostic	0.00%	26						Diagnostic
Diagnostic	1.59%	126						Diagnostic
Diagnostic	0.00%	1						Diagnostic
Diagnostic	0.00%	2						Diagnostic
Diagnostic	0.00%	2						Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic	0.00%	2						Diagnostic

>= 95%	98.29%	525						YES
>= 95%	98.51%	875						YES
>= 95%	91.67%	12						NO
>= 95%	93.75%	160						NO
>= 95%	97.89%	190						YES
>= 95%	85.71%	7						NO
>= 95%	100.00%	17						YES

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%			96.97%	33				YES
>= 95%			100.00%	78				YES
>= 95%			80.00%	5				NO
>= 95%			75.00%	12				NO

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

Resale - Maintenance and Repair

Missed Repair Appointments	
M&R-1	Residence/Dispatch/KY (%)
M&R-1	Residence/Non-Dispatch/KY (%)
M&R-1	Business/Dispatch/KY (%)
M&R-1	Business/Non-Dispatch/KY (%)
M&R-1	Design (Specials)/Dispatch/KY (%)
M&R-1	Design (Specials)/Non-Dispatch/KY (%)
M&R-1	PBX/Dispatch/KY (%)
M&R-1	PBX/Non-Dispatch/KY (%)
M&R-1	Centrex/Dispatch/KY (%)
M&R-1	Centrex/Non-Dispatch/KY (%)
M&R-1	ISDN/Dispatch/KY (%)
M&R-1	ISDN/Non-Dispatch/KY (%)

A.3.1.1.1	Res	16.46%	24,542	8.28%	664	0.01458	5.6076	YES
A.3.1.1.2	Res	4.02%	9,070	0.00%	75	0.02279	1.7861	YES
A.3.1.2.1	Bus	16.87%	3,064	25.71%	70	0.04527	-1.9528	NO
A.3.1.2.2	Bus	1.50%	1,334	0.00%	27	0.02362	0.6347	YES
A.3.1.3.1	Design	0.21%	474	0.00%	6	0.01865	0.1119	YES
A.3.1.3.2	Design	0.20%	504	0.00%	20	0.01015	0.1966	YES
A.3.1.4.1	PBX	7.92%	101	50.00%	4	0.13788	-3.0963	NO
A.3.1.4.2	PBX	25.37%	67	0.00%	2	0.31225	0.8126	YES
A.3.1.5.1	Centrex	24.80%	254	0.00%	2	0.30658	0.8090	YES
A.3.1.5.2	Centrex	2.27%	176	0.00%	0			YES
A.3.1.6.1	ISDN	8.00%	50	0.00%	1			YES
A.3.1.6.2	ISDN	4.55%	44	0.00%	4	0.10878	0.4179	YES

Customer Trouble Report Rate

M&R-2	Residence/Dispatch/KY (%)
M&R-2	Residence/Non-Dispatch/KY (%)
M&R-2	Business/Dispatch/KY (%)
M&R-2	Business/Non-Dispatch/KY (%)
M&R-2	Design (Specials)/Dispatch/KY (%)
M&R-2	Design (Specials)/Non-Dispatch/KY (%)
M&R-2	PBX/Dispatch/KY (%)
M&R-2	PBX/Non-Dispatch/KY (%)
M&R-2	Centrex/Dispatch/KY (%)
M&R-2	Centrex/Non-Dispatch/KY (%)
M&R-2	ISDN/Dispatch/KY (%)
M&R-2	ISDN/Non-Dispatch/KY (%)

A.3.2.1.1	Res	3.02%	813,197	3.66%	18,133	0.00130	-4.9361	NO
A.3.2.1.2	Res	1.12%	813,197	0.41%	18,133	0.00078	8.8495	YES
A.3.2.2.1	Bus	1.51%	203,279	1.59%	4,407	0.00187	-0.4338	YES
A.3.2.2.2	Bus	0.66%	203,279	0.61%	4,407	0.00123	0.3533	YES
A.3.2.3.1	Design	0.58%	82,374	0.76%	793	0.00271	-0.6694	YES
A.3.2.3.2	Design	0.61%	82,374	2.52%	793	0.00279	-6.8442	NO
A.3.2.4.1	PBX	0.28%	35,471	0.49%	819	0.00189	-1.0799	YES
A.3.2.4.2	PBX	0.19%	35,471	0.24%	819	0.00372	-0.4260	YES
A.3.2.5.1	Centrex	0.45%	56,283	0.61%	328	0.00154	-0.3601	YES
A.3.2.5.2	Centrex	0.31%	56,283	0.00%	328	0.00310	1.0098	YES
A.3.2.6.1	ISDN	0.08%	61,805	0.20%	505	0.00127	-0.9216	YES
A.3.2.6.2	ISDN	0.07%	61,805	0.79%	505	0.00119	-6.0469	NO

Maintenance Average Duration

M&R-3	Residence/Dispatch/KY (hours)
M&R-3	Residence/Non-Dispatch/KY (hours)
M&R-3	Business/Dispatch/KY (hours)
M&R-3	Business/Non-Dispatch/KY (hours)
M&R-3	Design (Specials)/Dispatch/KY (hours)
M&R-3	Design (Specials)/Non-Dispatch/KY (hours)
M&R-3	PBX/Dispatch/KY (hours)
M&R-3	PBX/Non-Dispatch/KY (hours)
M&R-3	Centrex/Dispatch/KY (hours)
M&R-3	Centrex/Non-Dispatch/KY (hours)
M&R-3	ISDN/Dispatch/KY (hours)
M&R-3	ISDN/Non-Dispatch/KY (hours)

A.3.3.1.1	Res	41.05	24,542	26.63	664	50.825	7.2148	YES	
A.3.3.1.2	Res	20.28	9,070	4.64	75	36.272	4.20559	YES	
A.3.3.2.1	Bus	13.27	3,064	13.26	70	19.587	2.36771	0.0048	YES
A.3.3.2.2	Bus	2.59	1,334	4.93	27	5.974	1.16120	-2.0136	NO
A.3.3.3.1	Design	4.52	474	4.96	6	4.263	1.75146	-0.2595	YES
A.3.3.3.2	Design	2.50	504	1.28	20	4.414	1.00649	1.2214	YES
A.3.3.4.1	PBX	8.25	101	15.48	4	10.356	5.27970	-1.3689	YES
A.3.3.4.2	PBX	17.60	67	2.03	2	28.289	20.30000	0.7667	YES
A.3.3.5.1	Centrex	17.62	254	6.50	2	33.835	24.01871	0.4628	YES
A.3.3.5.2	Centrex	1.77	176	0.00	0	3.364			YES
A.3.3.6.1	ISDN	7.76	50	8.43	1	8.123	8.20388	-0.0823	YES
A.3.3.6.2	ISDN	8.64	44	1.48	4	16.108	8.41225	0.8513	YES

% Repeat Troubles within 30 Days

M&R-4	Residence/Dispatch/KY (%)
M&R-4	Residence/Non-Dispatch/KY (%)
M&R-4	Business/Dispatch/KY (%)
M&R-4	Business/Non-Dispatch/KY (%)
M&R-4	Design (Specials)/Dispatch/KY (%)
M&R-4	Design (Specials)/Non-Dispatch/KY (%)
M&R-4	PBX/Dispatch/KY (%)
M&R-4	PBX/Non-Dispatch/KY (%)
M&R-4	Centrex/Dispatch/KY (%)
M&R-4	Centrex/Non-Dispatch/KY (%)

A.3.4.1.1	Res	22.72%	24,542	14.61%	664	0.01648	4.9201	YES
A.3.4.1.2	Res	17.54%	9,070	17.33%	75	0.04410	0.0472	YES
A.3.4.2.1	Bus	16.84%	3,064	22.86%	70	0.04524	-1.3300	YES
A.3.4.2.2	Bus	11.47%	1,334	25.93%	27	0.06194	-2.3339	NO
A.3.4.3.1	Design	21.31%	474	16.67%	6	0.16823	0.2759	YES
A.3.4.3.2	Design	17.26%	504	5.00%	20	0.08617	1.4231	YES
A.3.4.4.1	PBX	10.89%	101	0.00%	4	0.15882	0.6868	YES
A.3.4.4.2	PBX	8.96%	67	0.00%	2	0.20490	0.4371	YES
A.3.4.5.1	Centrex	13.39%	254	0.00%	2	0.24172	0.5538	YES
A.3.4.5.2	Centrex	5.11%	176	0.00%	0			YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1	M&R-4 ISDN/Dispatch/KY (%)	16.00%	50	0.00%	1		0.37025	0.4321	YES
A.3.4.6.2	M&R-4 ISDN/Non-Dispatch/KY (%)	6.82%	44	0.00%	4		0.13163	0.5180	YES
Out of Service > 24 hours									
A.3.5.1.1	M&R-5 Residence/Dispatch/KY (%)	20.21%	14,890	14.17%	480		0.01862	3.2444	YES
A.3.5.1.2	M&R-5 Residence/Non-Dispatch/KY (%)	12.09%	2,456	0.00%	43		0.05015	2.4111	YES
A.3.5.2.1	M&R-5 Business/Dispatch/KY (%)	7.93%	1,828	10.20%	49		0.03912	-0.5608	YES
A.3.5.2.2	M&R-5 Business/Non-Dispatch/KY (%)	1.37%	510	0.00%	13		0.03268	0.4200	YES
A.3.5.3.1	M&R-5 Design (Specials)/Dispatch/KY (%)	0.21%	474	0.00%	6		0.01885	0.1119	YES
A.3.5.3.2	M&R-5 Design (Specials)/Non-Dispatch/KY (%)	0.20%	504	0.00%	20		0.01015	0.1956	YES
A.3.5.4.1	M&R-5 PBX/Dispatch/KY (%)	5.68%	88	25.00%	4		0.11835	-1.6323	YES
A.3.5.4.2	M&R-5 PBX/Non-Dispatch/KY (%)	27.87%	61	0.00%	2		0.32219	0.8650	YES
A.3.5.5.1	M&R-5 Centrex/Dispatch/KY (%)	11.11%	135	0.00%	2		0.22386	0.4963	YES
A.3.5.5.2	M&R-5 Centrex/Non-Dispatch/KY (%)	0.00%	53	0.00%	0		0.27399	0.2920	YES
A.3.5.6.1	M&R-5 ISDN/Dispatch/KY (%)	8.00%	50	0.00%	1		0.10878	0.4179	YES
A.3.5.6.2	M&R-5 ISDN/Non-Dispatch/KY (%)	4.55%	44	0.00%	4				YES

Resale - Billing

	BST - State	BST - Region
A.4.1	96.42% \$98,886,797 94.13% \$1,248,053	4.10 1 3.13 1,977
A.4.2		

Invoice Accuracy

	BST - State	BST - Region
A.4.1	96.42% \$98,886,797 94.13% \$1,248,053	4.10 1 3.13 1,977
A.4.2		

Mean Time to Deliver Invoices - CRIS

	BST - State	BST - Region
A.4.1	96.42% \$98,886,797 94.13% \$1,248,053	4.10 1 3.13 1,977
A.4.2		

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Benchmark/Activity BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error Zscore Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

Code	Description	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.1.1	Switch Ports/KY (%)								Diagnostic
B.1.1.2	Local Interface Transports/KY (%)								Diagnostic
B.1.1.3	Loop + Port Combinations/KY (%)			16.09%	16,933				Diagnostic
B.1.1.4	Combo Other/KY (%)			7.58%	66				Diagnostic
B.1.1.5	xDSL (ADSL, HDSL and UCL)KY (%)			19.57%	46				Diagnostic
B.1.1.6	ISDN Loop (UDN, UDC)KY (%)			20.83%	24				Diagnostic
B.1.1.7	Line Sharing/KY (%)			4.17%	48				Diagnostic
B.1.1.8	2W Analog Loop Design/KY (%)								Diagnostic
B.1.1.9	2W Analog Loop Non-Design/KY (%)								Diagnostic
B.1.1.10	2W Analog Loop w/INP Design/KY (%)								Diagnostic
B.1.1.11	2W Analog Loop w/INP Non-Design/KY (%)								Diagnostic
B.1.1.12	2W Analog Loop w/LNP Design/KY (%)								Diagnostic
B.1.1.13	2W Analog Loop w/LNP Non-Design/KY (%)								Diagnostic
B.1.1.14	Other Design/KY (%)			6.85%	73				Diagnostic
B.1.1.15	Other Non-Design/KY (%)			13.01%	692				Diagnostic
B.1.1.16	INP Standalone/KY (%)								Diagnostic
B.1.1.17	LNP Standalone/KY (%)			3.96%	1,616				Diagnostic

% Rejected Service Requests - Partially Mechanized

Code	Description	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.2.1	Switch Ports/KY (%)								Diagnostic
B.1.2.2	Local Interface Transports/KY (%)								Diagnostic
B.1.2.3	Loop + Port Combinations/KY (%)			25.93%	2,684				Diagnostic
B.1.2.4	Combo Other/KY (%)			0.00%	2				Diagnostic
B.1.2.5	xDSL (ADSL, HDSL and UCL)KY (%)			44.44%	9				Diagnostic
B.1.2.6	ISDN Loop (UDN, UDC)KY (%)								Diagnostic
B.1.2.7	Line Sharing/KY (%)								Diagnostic
B.1.2.8	2W Analog Loop Design/KY (%)								Diagnostic
B.1.2.9	2W Analog Loop Non-Design/KY (%)			0.00%	3				Diagnostic
B.1.2.10	2W Analog Loop w/INP Design/KY (%)								Diagnostic
B.1.2.11	2W Analog Loop w/INP Non-Design/KY (%)								Diagnostic
B.1.2.12	2W Analog Loop w/LNP Design/KY (%)								Diagnostic
B.1.2.13	2W Analog Loop w/LNP Non-Design/KY (%)								Diagnostic
B.1.2.14	Other Design/KY (%)			11.11%	18				Diagnostic
B.1.2.15	Other Non-Design/KY (%)			29.03%	62				Diagnostic
B.1.2.16	INP Standalone/KY (%)								Diagnostic
B.1.2.17	LNP Standalone/KY (%)			24.52%	363				Diagnostic

% Rejected Service Requests - Non-Mechanized

Code	Description	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.3.1	Switch Ports/KY (%)								Diagnostic
B.1.3.2	Local Interface Transports/KY (%)			60.00%	5				Diagnostic
B.1.3.3	Loop + Port Combinations/KY (%)			50.57%	263				Diagnostic
B.1.3.4	Combo Other/KY (%)			62.50%	8				Diagnostic
B.1.3.5	xDSL (ADSL, HDSL and UCL)KY (%)			40.00%	5				Diagnostic
B.1.3.6	ISDN Loop (UDN, UDC)KY (%)			0.00%	1				Diagnostic
B.1.3.7	Line Sharing/KY (%)			50.00%	16				Diagnostic
B.1.3.8	2W Analog Loop Design/KY (%)			16.67%	6				Diagnostic
B.1.3.9	2W Analog Loop Non-Design/KY (%)			57.14%	7				Diagnostic
B.1.3.10	2W Analog Loop w/INP Design/KY (%)								Diagnostic
B.1.3.11	2W Analog Loop w/INP Non-Design/KY (%)								Diagnostic
B.1.3.12	2W Analog Loop w/LNP Design/KY (%)								Diagnostic
B.1.3.13	2W Analog Loop w/LNP Non-Design/KY (%)			100.00%	2				Diagnostic
B.1.3.14	Other Design/KY (%)			44.64%	96				Diagnostic
B.1.3.15	Other Non-Design/KY (%)			38.14%	97				Diagnostic
B.1.3.16	INP Standalone/KY (%)			0.00%	1				Diagnostic
B.1.3.17	LNP Standalone/KY (%)			21.05%	76				Diagnostic

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

Benchmark/
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 97% w in 1 hr							
>= 97% w in 1 hr		97.69%	2,727				YES
>= 97% w in 1 hr		100.00%	5				YES
>= 97% w in 1 hr		100.00%	9				YES
>= 97% w in 1 hr		100.00%	5				YES
>= 97% w in 1 hr		66.67%	3				NO
>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr		80.00%	5				NO
>= 97% w in 1 hr		45.65%	92				NO
>= 97% w in 1 hr		100.00%	64				YES

>= 85% w in 10 hrs							
>= 85% w in 10 hrs		95.29%	701				YES
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs		100.00%	4				YES
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs		100.00%	2				YES
>= 85% w in 10 hrs		100.00%	18				YES
>= 85% w in 10 hrs		96.74%	92				YES

Reject Interval - Mechanized	
B.1.4.1	O-8 Switch Ports/KY (%)
B.1.4.2	O-8 Local Interface Transport/KY (%)
B.1.4.3	O-8 Loop + Port Combinations/KY (%)
B.1.4.4	O-8 Combo Other/KY (%)
B.1.4.5	O-8 xDSL (ADSL, HDSL and UCLJ/KY (%)
B.1.4.6	O-8 ISDN Loop (UDN, UDC)/KY (%)
B.1.4.7	O-8 Line Sharing/KY (%)
B.1.4.8	O-8 2W Analog Loop Design/KY (%)
B.1.4.9	O-8 2W Analog Loop Non-Design/KY (%)
B.1.4.10	O-8 2W Analog Loop w/INP Design/KY (%)
B.1.4.11	O-8 2W Analog Loop w/INP Non-Design/KY (%)
B.1.4.12	O-14 2W Analog Loop w/LNP Design/KY (%)
B.1.4.13	O-14 2W Analog Loop w/LNP Non-Design/KY (%)
B.1.4.14	O-8 Other Design/KY (%)
B.1.4.15	O-8 INP Standalone/KY (%)
B.1.4.16	O-8 LNP Standalone/KY (%)
B.1.4.17	O-14 LNP Standalone/KY (%)

Reject Interval - Partially Mechanized - 10 hours	
O-8 Switch Ports/KY (%)	
O-8 Local Interface Transport/KY (%)	
O-8 Loop + Port Combinations/KY (%)	
O-8 Combo Other/KY (%)	
O-8 xDSL (ADSL, HDSL and UCLJ/KY (%)	
O-8 ISDN Loop (UDN, UDC)/KY (%)	
O-8 Line Sharing/KY (%)	
O-8 2W Analog Loop Design/KY (%)	
O-8 2W Analog Loop Non-Design/KY (%)	
O-8 2W Analog Loop w/INP Design/KY (%)	
O-8 2W Analog Loop w/INP Non-Design/KY (%)	
O-14 2W Analog Loop w/LNP Design/KY (%)	
O-14 2W Analog Loop w/LNP Non-Design/KY (%)	
O-8 Other Design/KY (%)	
O-8 INP Standalone/KY (%)	
O-8 LNP Standalone/KY (%)	
O-14 LNP Standalone/KY (%)	

>= 85% w in 10 hrs							
>= 85% w in 10 hrs		95.29%	701				YES
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs		100.00%	4				YES
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs							
>= 85% w in 10 hrs		100.00%	2				YES
>= 85% w in 10 hrs		100.00%	18				YES
>= 85% w in 10 hrs		96.74%	92				YES

Reject Interval - Non-Mechanized	
O-8 Switch Ports/KY (%)	
O-8 Local Interface Transport/KY (%)	
O-8 Loop + Port Combinations/KY (%)	
O-8 Combo Other/KY (%)	
O-8 xDSL (ADSL, HDSL and UCLJ/KY (%)	
O-8 ISDN Loop (UDN, UDC)/KY (%)	
O-8 Line Sharing/KY (%)	
O-8 2W Analog Loop Design/KY (%)	
O-8 2W Analog Loop Non-Design/KY (%)	
O-8 2W Analog Loop w/INP Design/KY (%)	
O-8 2W Analog Loop w/INP Non-Design/KY (%)	
O-14 2W Analog Loop w/LNP Design/KY (%)	
O-14 2W Analog Loop w/LNP Non-Design/KY (%)	
O-8 Other Design/KY (%)	
O-8 INP Standalone/KY (%)	
O-8 LNP Standalone/KY (%)	
O-14 LNP Standalone/KY (%)	

>= 85% w in 24 hrs							
>= 85% w in 24 hrs		100.00%	3				YES
>= 85% w in 24 hrs		98.54%	137				YES
>= 85% w in 24 hrs		100.00%	5				YES
>= 85% w in 24 hrs		100.00%	2				YES
>= 85% w in 24 hrs		100.00%	8				YES
>= 85% w in 24 hrs		100.00%	1				YES
>= 85% w in 24 hrs		100.00%	4				YES
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs		100.00%	2				YES
>= 85% w in 24 hrs		100.00%	25				YES
>= 85% w in 24 hrs		100.00%	38				YES
>= 85% w in 24 hrs		100.00%	17				YES

>= 85% w in 24 hrs							
>= 85% w in 24 hrs		100.00%	3				YES
>= 85% w in 24 hrs		98.54%	137				YES
>= 85% w in 24 hrs		100.00%	5				YES
>= 85% w in 24 hrs		100.00%	2				YES
>= 85% w in 24 hrs		100.00%	8				YES
>= 85% w in 24 hrs		100.00%	1				YES
>= 85% w in 24 hrs		100.00%	4				YES
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs		100.00%	2				YES
>= 85% w in 24 hrs		100.00%	25				YES
>= 85% w in 24 hrs		100.00%	38				YES
>= 85% w in 24 hrs		100.00%	17				YES

FOC Timeliness - Mechanized	
O-9 Switch Ports/KY (%)	
O-9 Local Interface Transport/KY (%)	

>= 95% w in 3 hrs							
>= 95% w in 3 hrs							

>= 95% w in 3 hrs							
>= 95% w in 3 hrs							

>= 95% w in 3 hrs							
>= 95% w in 3 hrs							

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs	14,177				YES
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs					YES
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs	57				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 95% w in 3 hrs					YES
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs	37				YES
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w in 3 hrs	19				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w in 3 hrs	44				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w in 3 hrs					
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w in 3 hrs					
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 95% w in 3 hrs					
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95% w in 3 hrs					
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w in 3 hrs					
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs	68				YES
B.1.9.16	O-9	INP Standalone/KY (%)	>= 95% w in 3 hrs	646				YES
B.1.9.17	O-15	LNP Standalone/KY (%)	>= 95% w in 3 hrs	1,550				YES

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w in 10 hrs					
B.1.12.2	O-9	Local Interoffice Transports/KY (%)	>= 85% w in 10 hrs					
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs	2,166				YES
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs					
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs	2				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs					
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs	5				YES
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs					
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs	3				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs					
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs					
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs					
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs	18				NO
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w in 10 hrs	55				NO
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs					
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w in 10 hrs					
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w in 10 hrs	278				YES

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w in 36 hrs					
B.1.13.2	O-9	Local Interoffice Transports/KY (%)	>= 85% w in 36 hrs	2				YES
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs	116				YES
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs	4				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs	3				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs	1				YES
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs	7				YES
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs	5				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs	3				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs					
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs					
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs					
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs	31				YES
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs	56				YES
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs	2				YES
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs					
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs	60				YES

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%					
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%					
B.1.14.2.1	O-11	Local Interoffice Transports/EDI/KY (%)	>= 95%					
B.1.14.2.2	O-11	Local Interoffice Transports/TAG/KY (%)	>= 95%					
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%	11,322				YES

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1.14.3.2	O-11 Loop + Port Combinations/TAGIKY (%)		99.25%	5,611				YES
B 1.14.4.1	O-11 Combo Other/EDIJKY (%)							
B 1.14.4.2	O-11 Combo Other/TAGIKY (%)							
B 1.14.5.1	O-11 XDSL (ADSL, HDSL and UCL)/EDIJKY (%)		96.08%	52				YES
B 1.14.5.2	O-11 XDSL (ADSL, HDSL and UCL)/TAGIKY (%)		78.57%	14				NO
B 1.14.6.1	O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)							
B 1.14.6.2	O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)							
B 1.14.7.1	O-11 Line Sharing/EDIJKY (%)		100.00%	43				YES
B 1.14.7.2	O-11 Line Sharing/TAGIKY (%)		100.00%	3				YES
B 1.14.8.1	O-11 2W Analog Loop Design/EDIJKY (%)							
B 1.14.8.2	O-11 2W Analog Loop Design/TAGIKY (%)			24				YES
B 1.14.9.1	O-11 2W Analog Loop Non-Design/EDIJKY (%)							
B 1.14.9.2	O-11 2W Analog Loop Non-Design/TAGIKY (%)							
B 1.14.10.1	O-11 2W Analog Loop w/INP Design/EDIJKY (%)							
B 1.14.10.2	O-11 2W Analog Loop w/INP Design/TAGIKY (%)		95.83%	48				YES
B 1.14.11.1	O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							
B 1.14.11.2	O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							
B 1.14.12.1	O-11 2W Analog Loop w/LNP Design/EDIJKY (%)							
B 1.14.12.2	O-11 2W Analog Loop w/LNP Design/TAGIKY (%)							
B 1.14.13.1	O-11 2W Analog Loop w/LNP Non-Design/EDIJKY (%)							
B 1.14.13.2	O-11 2W Analog Loop w/LNP Non-Design/TAGIKY (%)							
B 1.14.14.1	O-11 Other Design/EDIJKY (%)							
B 1.14.14.2	O-11 Other Design/TAGIKY (%)							
B 1.14.15.1	O-11 Other Non-Design/EDIJKY (%)							
B 1.14.15.2	O-11 Other Non-Design/TAGIKY (%)							
B 1.14.16.1	O-11 INP Standalone/EDIJKY (%)							
B 1.14.16.2	O-11 INP Standalone/TAGIKY (%)							
B 1.14.17.1	O-11 LNP Standalone/EDIJKY (%)							
B 1.14.17.2	O-11 LNP Standalone/TAGIKY (%)		99.88%	1,616				YES

FOC & Reject Response Completeness - Partially Mechanized

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1.15.1.1	O-11 Switch Ports/EDIJKY (%)							
B 1.15.1.2	O-11 Switch Ports/TAGIKY (%)							
B 1.15.2.1	O-11 Local Interface Transport/EDIJKY (%)							
B 1.15.2.2	O-11 Local Interface Transport/TAGIKY (%)							
B 1.15.3.1	O-11 Loop + Port Combinations/EDIJKY (%)		99.92%	1,317				YES
B 1.15.3.2	O-11 Loop + Port Combinations/TAGIKY (%)		99.78%	1,367				YES
B 1.15.4.1	O-11 Combo Other/EDIJKY (%)							
B 1.15.4.2	O-11 Combo Other/TAGIKY (%)							
B 1.15.5.1	O-11 XDSL (ADSL, HDSL and UCL)/EDIJKY (%)							
B 1.15.5.2	O-11 XDSL (ADSL, HDSL and UCL)/TAGIKY (%)							
B 1.15.6.1	O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)							
B 1.15.6.2	O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)							
B 1.15.7.1	O-11 Line Sharing/EDIJKY (%)							
B 1.15.7.2	O-11 Line Sharing/TAGIKY (%)							
B 1.15.8.1	O-11 2W Analog Loop Design/EDIJKY (%)							
B 1.15.8.2	O-11 2W Analog Loop Design/TAGIKY (%)							
B 1.15.9.1	O-11 2W Analog Loop Non-Design/EDIJKY (%)							
B 1.15.9.2	O-11 2W Analog Loop Non-Design/TAGIKY (%)							
B 1.15.10.1	O-11 2W Analog Loop w/INP Design/EDIJKY (%)							
B 1.15.10.2	O-11 2W Analog Loop w/INP Design/TAGIKY (%)							
B 1.15.11.1	O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)							
B 1.15.11.2	O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)							
B 1.15.12.1	O-11 2W Analog Loop w/LNP Design/EDIJKY (%)							
B 1.15.12.2	O-11 2W Analog Loop w/LNP Design/TAGIKY (%)							
B 1.15.13.1	O-11 2W Analog Loop w/LNP Non-Design/EDIJKY (%)							
B 1.15.13.2	O-11 2W Analog Loop w/LNP Non-Design/TAGIKY (%)							
B 1.15.14.1	O-11 Other Design/EDIJKY (%)							
B 1.15.14.2	O-11 Other Design/TAGIKY (%)							
B 1.15.15.1	O-11 Other Non-Design/EDIJKY (%)							
B 1.15.15.2	O-11 Other Non-Design/TAGIKY (%)							

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

Item	Response	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1.18.1.1	O-11 Switch Ports/EDIJKY (%)	>= 95%								
B 1.18.1.2	O-11 Switch Ports/TAGIKY (%)	>= 95%								
B 1.18.2.1	O-11 Local Interface Transport/EDIJKY (%)	>= 95%								
B 1.18.2.2	O-11 Local Interface Transport/TAGIKY (%)	>= 95%								
B 1.18.3.1	O-11 Loop + Port Combinations/EDIJKY (%)	>= 95%			93.84%	1,316				NO
B 1.18.3.2	O-11 Loop + Port Combinations/TAGIKY (%)	>= 95%			92.52%	1,384				NO
B 1.18.4.1	O-11 Combo Other/EDIJKY (%)	>= 95%								
B 1.18.4.2	O-11 Combo Other/TAGIKY (%)	>= 95%								
B 1.18.5.1	O-11 XDSL (ADSL, HDSL and UCL)/EDIJKY (%)	>= 95%			100.00%	2				YES
B 1.18.5.2	O-11 XDSL (ADSL, HDSL and UCL)/TAGIKY (%)	>= 95%								
B 1.18.6.1	O-11 ISDN Loop (UDN, UDC)/EDIJKY (%)	>= 95%								
B 1.18.6.2	O-11 ISDN Loop (UDN, UDC)/TAGIKY (%)	>= 95%			100.00%	8				YES
B 1.18.7.1	O-11 Line Sharing/EDIJKY (%)	>= 95%			100.00%	1				YES
B 1.18.7.2	O-11 Line Sharing/TAGIKY (%)	>= 95%								
B 1.18.8.1	O-11 2W Analog Loop Design/EDIJKY (%)	>= 95%								
B 1.18.8.2	O-11 2W Analog Loop Design/TAGIKY (%)	>= 95%								
B 1.18.9.1	O-11 2W Analog Loop Non-Design/EDIJKY (%)	>= 95%								
B 1.18.9.2	O-11 2W Analog Loop Non-Design/TAGIKY (%)	>= 95%			100.00%	3				YES
B 1.18.10.1	O-11 2W Analog Loop w/INP Design/EDIJKY (%)	>= 95%								
B 1.18.10.2	O-11 2W Analog Loop w/INP Design/TAGIKY (%)	>= 95%								
B 1.18.11.1	O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)	>= 95%								
B 1.18.11.2	O-11 2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%								
B 1.18.12.1	O-11 2W Analog Loop w/LNP Design/EDIJKY (%)	>= 95%								
B 1.18.12.2	O-11 2W Analog Loop w/LNP Design/TAGIKY (%)	>= 95%								
B 1.18.13.1	O-11 2W Analog Loop w/LNP Non-Design/EDIJKY (%)	>= 95%								
B 1.18.13.2	O-11 2W Analog Loop w/LNP Non-Design/TAGIKY (%)	>= 95%								
B 1.18.14.1	O-11 Other Design/EDIJKY (%)	>= 95%								
B 1.18.14.2	O-11 Other Design/TAGIKY (%)	>= 95%			100.00%	7				YES
B 1.18.15.1	O-11 Other Non-Design/EDIJKY (%)	>= 95%			100.00%	45				YES
B 1.18.15.2	O-11 Other Non-Design/TAGIKY (%)	>= 95%			95.56%	45				YES
B 1.18.16.1	O-11 INP Standalone/EDIJKY (%)	>= 95%			82.35%	17				NO
B 1.18.16.2	O-11 INP Standalone/TAGIKY (%)	>= 95%								
B 1.18.17.1	O-11 LNP Standalone/EDIJKY (%)	>= 95%								
B 1.18.17.2	O-11 LNP Standalone/TAGIKY (%)	>= 95%			93.66%	363				NO

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

Item	Response	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1.19.1	O-11 Switch Ports/KY (%)	>= 95%								
B 1.19.2	O-11 Local Interface Transport/KY (%)	>= 95%								
B 1.19.3	O-11 Loop + Port Combinations/KY (%)	>= 95%			100.00%	5				YES
B 1.19.4	O-11 Combo Other/KY (%)	>= 95%			93.57%	249				NO
B 1.19.5	O-11 XDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	8				YES
B 1.19.6	O-11 ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	5				YES
B 1.19.7	O-11 Line Sharing/KY (%)	>= 95%			100.00%	1				YES
B 1.19.8	O-11 2W Analog Loop Design/KY (%)	>= 95%			100.00%	16				YES
B 1.19.9	O-11 2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	6				YES
B 1.19.10	O-11 2W Analog Loop w/INP Design/KY (%)	>= 95%			85.71%	7				NO
B 1.19.11	O-11 2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B 1.19.12	O-11 2W Analog Loop w/INP Non-Design/EDIJKY (%)	>= 95%								
B 1.19.13	O-11 2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%			100.00%	2				YES
B 1.19.14	O-11 Other Design/KY (%)	>= 95%			92.59%	54				NO
B 1.19.15	O-11 Other Non-Design/KY (%)	>= 95%			96.77%	93				YES
B 1.19.16	O-11 INP Standalone/KY (%)	>= 95%			100.00%	1				YES
B 1.19.17	O-11 LNP Standalone/KY (%)	>= 95%			98.67%	75				YES

Unbundled Network Elements - Provisioning

Order Completion Interval	7.53	6.198	10.982
P-4 Switch Ports<10 circuits/Dispatch/KY (days)			

B 2.1.1.1.1

R&B (POTS)

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-4 Switch Ports<=10 circuits/Non-Dispatch/KY (days)	0.88	136,071			1.530			
P-4 Switch Ports>=10 circuits/Dispatch/KY (days)	17.17	38			34.177			
P-4 Switch Ports>=10 circuits/Non-Dispatch/KY (days)	0.33	2			0.000			
P-4 Local Interface Transport<=10 circuits/Dispatch/KY (days)	19.57	302	10.50	2	16.710	11.85507	0.7650	YES
P-4 Local Interface Transport<=10 circuits/Non-Dispatch/KY (days)								
P-4 Local Interface Transport>=10 circuits/Dispatch/KY (days)								
P-4 Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)								
P-4 Loop + Port Combinations<=10 circuits/Dispatch/KY (days)	7.46	6,314	4.02	191	10.905	0.80088	4.2899	YES
P-4 Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	0.89	136,849	0.86	5,742	1.552	0.02091	1.1652	YES
P-4 Loop + Port Combinations<=10 circuits/Non-Dispatch/KY (days)	0.33	68,959	0.33	3,068	0.007	0.00012	1.5382	YES
P-4 Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (days)	1.45	67,890	1.47	2,674	2.057	0.04056	-0.5090	YES
P-4 Loop + Port Combinations<=10 circuits/Dispatch/KY (days)	15.74	43	6.33	3	32.370	19.32968	0.4865	YES
P-4 Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	8.39	19	1.67	5	12.440	6.25271	1.0746	YES
P-4 Loop + Port Combinations<=10 circuits/Non-Dispatch/KY (days)	0.33	7	0.33	1	0.000	0.00000		YES
P-4 Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (days)	13.08	12	2.00	4	13.708	7.91415	1.4004	YES
P-4 Combo Other<=10 circuits/Dispatch/KY (days)	8.64	7,032	11.17	12	12.161	3.51354	-0.7200	YES
P-4 Combo Other>=10 circuits/Dispatch/KY (days)	8.64	7,032			12.161			
P-4 Combo Other<=10 circuits/Dispatch/KY (days)	25.45	123			35.719			
P-4 Combo Other>=10 circuits/Dispatch/KY (days)	25.45	123			35.719			
P-4 UNE ISDN<=6 circuits/Dispatch/KY (days)	14.22	41	9.73	15	10.568	3.18910	1.4067	YES
P-4 UNE ISDN<=6 circuits/Non-Dispatch/KY (days)	1.13	41			2.060			
P-4 UNE ISDN6-13 circuits/Dispatch/KY (days)								
P-4 UNE ISDN6-13 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)	3.45	671			7.369			
P-4 Line Sharing>=6 circuits/Non-Dispatch/KY (days)	2.35	1,381	3.00	13	0.698	0.19445	-3.3230	NO
P-4 Line Sharing<=6 circuits/Dispatch/KY (days)	2.00	2			0.000			
P-4 Line Sharing>=6 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)	7.46	6,314			10.905			
P-4 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)	7.46	6,314			10.905			
P-4 2W Analog Loop Design<=10 circuits/Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop Non-Design<=10 circuits/Dispatch/KY (days)	7.53	6,198	3.63	8	10.982	3.88515	1.0046	YES
P-4 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)	1.43	67,207			2.032			
P-4 2W Analog Loop Non-Design<=10 circuits/Dispatch/KY (days)	17.17	38			34.177			
P-4 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)								
P-4 2W Analog Loop w/NP Design<=10 circuits/Dispatch/KY (days)	7.46	6,314			10.905			
P-4 2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)	7.46	6,314			10.905			
P-4 2W Analog Loop w/NP Design<=10 circuits/Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop w/NP Non-Design<=10 circuits/Dispatch/KY (days)	7.53	6,198			10.982			
P-4 2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY (days)	1.43	67,207			2.032			
P-4 2W Analog Loop w/NP Non-Design<=10 circuits/Dispatch/KY (days)	17.17	38			34.177			
P-4 2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY (days)								
P-4 2W Analog Loop w/NP Design<=10 circuits/Dispatch/KY (days)	7.46	6,314			10.905			
P-4 2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)	7.46	6,314			10.905			
P-4 2W Analog Loop w/NP Design<=10 circuits/Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY (days)	15.74	43			32.370			
P-4 2W Analog Loop w/NP Non-Design<=10 circuits/Dispatch/KY (days)	7.53	6,198			10.982			
P-4 2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY (days)	1.43	67,207			2.032			
P-4 Other Design<=10 circuits/Dispatch/KY (days)	18.99	718			16.845			
P-4 Other Design>=10 circuits/Dispatch/KY (days)	16.40	195			18.270			
P-4 Other Design<=10 circuits/Dispatch/KY (days)	30.68	80			36.527			
P-4 Other Design>=10 circuits/Dispatch/KY (days)	4.00	3			2.646			

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-4	Other Non-Design/ < 10 circuits/Dispatch/KY (days)	7.46			10.905			
P-4	Other Non-Design/ < 10 circuits/Non-Dispatch/KY (days)	0.89			1.552			
P-4	Other Non-Design/ >= 10 circuits/Dispatch/KY (days)	15.74			32.370			
P-4	Other Non-Design/ >= 10 circuits/Non-Dispatch/KY (days)	8.39			12.440			
P-4	INP (Standalone) < 10 circuits/Dispatch/KY (days)	7.53			10.982			
P-4	INP (Standalone) < 10 circuits/Non-Dispatch/KY (days)	0.88			1.530			
P-4	INP (Standalone) >= 10 circuits/Dispatch/KY (days)	17.17			34.177			
P-4	INP (Standalone) >= 10 circuits/Non-Dispatch/KY (days)	0.33			0.000			
P-4	LNP (Standalone) < 10 circuits/Dispatch/KY (days)	7.53			10.982			YES
P-4	LNP (Standalone) < 10 circuits/Non-Dispatch/KY (days)	0.88	0.33	1	1.530	10.98267	0.6551	YES
P-4	LNP (Standalone) >= 10 circuits/Dispatch/KY (days)	17.17	0.68	1.652	34.177	0.03788	5.3013	YES
P-4	LNP (Standalone) >= 10 circuits/Non-Dispatch/KY (days)	0.33			0.000			
P-4	Digital Loop < DS1 < 10 circuits/Dispatch/KY (days)	6.78			12.731			YES
P-4	Digital Loop < DS1 < 10 circuits/Non-Dispatch/KY (days)	3.89		29	7.714			
P-4	Digital Loop < DS1 >= 10 circuits/Dispatch/KY (days)	2.00			0.000			
P-4	Digital Loop < DS1 >= 10 circuits/Non-Dispatch/KY (days)							
P-4	Digital Loop < DS1 >= 10 circuits/Dispatch/KY (days)	16.92			16.797			YES
P-4	Digital Loop < DS1 >= 10 circuits/Non-Dispatch/KY (days)	1.65			4.226			
P-4	Digital Loop >= DS1 < 10 circuits/Dispatch/KY (days)	36.78			44.035			
P-4	Digital Loop >= DS1 < 10 circuits/Non-Dispatch/KY (days)	13.17			14.521			

Order Completion Interval within X days

B.2.2.1	XDSL (ADSL, HDSL and UCL) Loop with Conditioning <= 6 circuits/Dispatch/KY (days)	14 days
B.2.2.2	XDSL (ADSL, HDSL and UCL) Loop w/o Conditioning <= 6 circuits/Dispatch/KY (days)	7 days

Held Orders

Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-1	Switch Ports < 10 circuits/Facility/KY (days)	38.32			69.569			
P-1	Switch Ports < 10 circuits/Equipment/KY (days)	0.00			0			
P-1	Switch Ports < 10 circuits/Other/KY (days)	10.50			7.188			
P-1	Switch Ports >= 10 circuits/Facility/KY (days)	0.00			0			
P-1	Switch Ports >= 10 circuits/Equipment/KY (days)	0.00			0			
P-1	Switch Ports >= 10 circuits/Other/KY (days)	0.00			0			
P-1	Local Interoffice Transport < 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	Local Interoffice Transport < 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	Local Interoffice Transport < 10 circuits/Other/KY (days)	0.00			0			YES
P-1	Local Interoffice Transport >= 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	Local Interoffice Transport >= 10 circuits/Equipment/KY (days)	0.00			0			
P-1	Local Interoffice Transport >= 10 circuits/Other/KY (days)	0.00			0			
P-1	Loop + Port Combinations < 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	Loop + Port Combinations < 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	Loop + Port Combinations < 10 circuits/Other/KY (days)	0.00			0			YES
P-1	Loop + Port Combinations >= 10 circuits/Facility/KY (days)	38.12			69.371			YES
P-1	Loop + Port Combinations >= 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	Loop + Port Combinations >= 10 circuits/Other/KY (days)	10.50			7.188		0.9333	YES
P-1	Combo Other < 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	Combo Other < 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	Combo Other < 10 circuits/Other/KY (days)	37.88			69.197			YES
P-1	Combo Other >= 10 circuits/Facility/KY (days)	10.33			5.610			YES
P-1	Combo Other >= 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	Combo Other >= 10 circuits/Other/KY (days)	0.00			0			YES
P-1	XDSL (ADSL, HDSL and UCL) < 10 circuits/Facility/KY (days)	2.00			0.000			YES
P-1	XDSL (ADSL, HDSL and UCL) < 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	XDSL (ADSL, HDSL and UCL) < 10 circuits/Other/KY (days)	0.00			0			YES
P-1	XDSL (ADSL, HDSL and UCL) >= 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	XDSL (ADSL, HDSL and UCL) >= 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	XDSL (ADSL, HDSL and UCL) >= 10 circuits/Other/KY (days)	0.00			0			YES
P-1	UNE ISDN < 10 circuits/Facility/KY (days)	0.00			0			YES
P-1	UNE ISDN < 10 circuits/Equipment/KY (days)	0.00			0			YES
P-1	UNE ISDN < 10 circuits/Other/KY (days)	0.00			0			YES
P-1	UNE ISDN >= 10 circuits/Facility/KY (days)	0.00			0			YES

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.6.2.2							
B.2.3.6.2.3							
B.2.3.7.1.1							
B.2.3.7.1.2							
B.2.3.7.1.3							
B.2.3.7.2.1							
B.2.3.7.2.2							
B.2.3.7.2.3							
B.2.3.8.1.1							
B.2.3.8.1.2							
B.2.3.8.1.3							
B.2.3.8.2.1							
B.2.3.8.2.2							
B.2.3.8.2.3							
B.2.3.9.1.1							
B.2.3.9.1.2							
B.2.3.9.1.3							
B.2.3.9.2.1							
B.2.3.9.2.2							
B.2.3.9.2.3							
B.2.3.10.1.1							
B.2.3.10.1.2							
B.2.3.10.1.3							
B.2.3.10.2.1							
B.2.3.10.2.2							
B.2.3.10.2.3							
B.2.3.11.1.1							
B.2.3.11.1.2							
B.2.3.11.1.3							
B.2.3.11.2.1							
B.2.3.11.2.2							
B.2.3.11.2.3							
B.2.3.12.1.1							
B.2.3.12.1.2							
B.2.3.12.1.3							
B.2.3.12.2.1							
B.2.3.12.2.2							
B.2.3.12.2.3							
B.2.3.13.1.1							
B.2.3.13.1.2							
B.2.3.13.1.3							
B.2.3.13.2.1							
B.2.3.13.2.2							
B.2.3.13.2.3							
B.2.3.14.1.1							
B.2.3.14.1.2							
B.2.3.14.1.3							
B.2.3.14.2.1							
B.2.3.14.2.2							
B.2.3.14.2.3							
B.2.3.15.1.1							
B.2.3.15.1.2							
B.2.3.15.1.3							
B.2.3.15.2.1							
B.2.3.15.2.2							
B.2.3.15.2.3							
B.2.3.16.1.1							
B.2.3.16.1.2							
B.2.3.16.1.3							

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
ISDN - BRI								
ISDN - BRI								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
Design								
Design								
Design								
Design								
Design								
R&B								
R&B								
R&B								
R&B								
R&B								
R&B (POTS)								
R&B (POTS)								

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)						
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)						
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)						
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)						
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)						
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (days)						
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY (days)						
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (days)						
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/KY (days)						
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)						
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (days)						
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/KY (days)						
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/KY (days)						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)						

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/KY (%)						
B.2.5.2	P-2	Local Interface Transport/KY (%)						
B.2.5.3	P-2	Loop + Port Combinations/KY (%)						
B.2.5.4	P-2	Combo Other/KY (%)						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)						
B.2.5.6	P-2	UNE (SDN)/KY (%)						
B.2.5.7	P-2	Line Sharing/KY (%)						
B.2.5.8	P-2	2W Analog Loop Design/KY (%)						
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)						
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)						
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)						
B.2.5.14	P-2	Other Design/KY (%)						
B.2.5.15	P-2	Other Non-Design/KY (%)						
B.2.5.16	P-2	INP (Standalone)/KY (%)						
B.2.5.17	P-2	LNP (Standalone)/KY (%)						
B.2.5.18	P-2	Digital Loop < DS1/KY (%)						
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)						

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/KY (%)						
B.2.6.2	P-2	Local Interface Transport/KY (%)						
B.2.6.3	P-2	Loop + Port Combinations/KY (%)						
B.2.6.4	P-2	Combo Other/KY (%)						
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)						
B.2.6.6	P-2	UNE (SDN)/KY (%)						
B.2.6.7	P-2	Line Sharing/KY (%)						
B.2.6.8	P-2	2W Analog Loop Design/KY (%)						
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)						
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)						
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)						
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)						
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)						
B.2.6.14	P-2	Other Design/KY (%)						
B.2.6.15	P-2	Other Non-Design/KY (%)						
B.2.6.16	P-2	INP (Standalone)/KY (%)						

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.16.2.1	P-1	INP (POTS)						
B.2.3.16.2.2	P-1	INP (POTS)						
B.2.3.16.2.3	P-1	R&B (POTS)						
B.2.3.17.1.1	P-1	R&B (POTS)						
B.2.3.17.1.2	P-1	R&B (POTS)						
B.2.3.17.1.3	P-1	R&B (POTS)						
B.2.3.17.2.1	P-1	R&B (POTS)						
B.2.3.17.2.2	P-1	R&B (POTS)						
B.2.3.17.2.3	P-1	R&B (POTS)						
B.2.3.18.1.1	P-1	Digital Loop < DS1						
B.2.3.18.1.2	P-1	Digital Loop < DS1						
B.2.3.18.1.3	P-1	Digital Loop < DS1						
B.2.3.18.2.1	P-1	Digital Loop < DS1						
B.2.3.18.2.2	P-1	Digital Loop < DS1						
B.2.3.18.2.3	P-1	Digital Loop < DS1						
B.2.3.19.1.1	P-1	Digital Loop >= DS1						
B.2.3.19.1.2	P-1	Digital Loop >= DS1						
B.2.3.19.1.3	P-1	Digital Loop >= DS1						
B.2.3.19.2.1	P-1	Digital Loop >= DS1						
B.2.3.19.2.2	P-1	Digital Loop >= DS1						
B.2.3.19.2.3	P-1	Digital Loop >= DS1						

B.2.5.1	P-2	R&B (POTS)						
B.2.5.2	P-2	DS1/DS3 - Interoffice						
B.2.5.3	P-2	R&B						
B.2.5.4	P-2	R&B&D - Disp						
B.2.5.5	P-2	ADSL to Retail						
B.2.5.6	P-2	ISDN - BRI						
B.2.5.7	P-2	ADSL to Retail						
B.2.5.8	P-2	R&B - Disp						
B.2.5.9	P-2	R&B (POTS) excl SB Or						
B.2.5.10	P-2	R&B - Disp						
B.2.5.11	P-2	R&B (POTS) excl SB Or						
B.2.5.12	P-2	R&B - Disp						
B.2.5.13	P-2	R&B (POTS) excl SB Or						
B.2.5.14	P-2	Design						
B.2.5.15	P-2	R&B						
B.2.5.16	P-2	R&B (POTS)						
B.2.5.17	P-2	R&B (POTS)						
B.2.5.18	P-2	Digital Loop < DS1						
B.2.5.19	P-2	Digital Loop >= DS1						

B.2.6.1	P-2	Diagnostic						
B.2.6.2	P-2	Diagnostic						
B.2.6.3	P-2	Diagnostic						
B.2.6.4	P-2	Diagnostic						
B.2.6.5	P-2	Diagnostic						
B.2.6.6	P-2	Diagnostic						
B.2.6.7	P-2	Diagnostic						
B.2.6.8	P-2	Diagnostic						
B.2.6.9	P-2	Diagnostic						
B.2.6.10	P-2	Diagnostic						
B.2.6.11	P-2	Diagnostic						
B.2.6.12	P-2	Diagnostic						
B.2.6.13	P-2	Diagnostic						
B.2.6.14	P-2	Diagnostic						
B.2.6.15	P-2	Diagnostic						
B.2.6.16	P-2	Diagnostic						

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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%	51				Diagnostic
Diagnostic	Digital Loop < DS1/KY (%)		0.00%	3				Diagnostic
Diagnostic	Digital Loop >= DS1/KY (%)		0.00%	2				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)		195.66	6				YES
>= 48 hrs	Combo Other/KY (hours)							
>= 48 hrs	xDSL (ADSL, HDSL and UCL)/KY (hours)		345.28	4				YES
>= 48 hrs	LINE 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)		345.28	4				YES
>= 48 hrs	Digital Loop >= DS1/KY (hours)		193.03	20				YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic	LNP (Standalone)/KY (%)							Diagnostic
Diagnostic	Digital Loop < DS1/KY (%)							Diagnostic
Diagnostic	Digital Loop >= DS1/KY (%)		341.23	14				Diagnostic
Diagnostic	Switch Ports/KY (hours)							Diagnostic
Diagnostic	Local Interface Transports/KY (hours)							Diagnostic
Diagnostic	Loop + Port Combinations/KY (hours)							Diagnostic
Diagnostic	Combo Other/KY (hours)							Diagnostic
Diagnostic	xDSL (ADSL, HDSL and UCL)/KY (hours)							Diagnostic
Diagnostic	LINE 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)							Diagnostic
Diagnostic	Digital Loop >= DS1/KY (hours)							Diagnostic

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
95% >= 48 hrs	Switch Ports/KY (hours)							
95% >= 48 hrs	Local Interface Transports/KY (hours)							
95% >= 48 hrs	Loop + Port Combinations/KY (hours)		100.00%	6				YES
95% >= 48 hrs	Combo Other/KY (hours)							
95% >= 48 hrs	xDSL (ADSL, HDSL and UCL)/KY (hours)		100.00%	4				YES
95% >= 48 hrs	LINE ISDN/KY (hours)							
95% >= 48 hrs	Line Sharing/KY (hours)							
95% >= 48 hrs	2W Analog Loop Design/KY (hours)							
95% >= 48 hrs	2W Analog Loop Non-Design/KY (hours)							
95% >= 48 hrs	2W Analog Loop w/INP Design/KY (hours)							
95% >= 48 hrs	2W Analog Loop w/INP Non-Design/KY (hours)							
95% >= 48 hrs	2W Analog Loop w/LNP Design/KY (hours)							
95% >= 48 hrs	2W Analog Loop w/LNP Non-Design/KY (hours)							

Average Jeopardy Notice Interval - Mechanized
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2
P-2

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

Average Jeopardy Notice Interval - Non-Mechanized
P-2
P-2
P-2
P-2
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P-2

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.2.9.19

% Jeopardy Notice >= 48 hours - Mechanized
P-2
P-2
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P-2

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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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%	4				YES
95% >= 48 hrs		100.00%	20				YES

Benchmark/
Analog

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	14				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
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							

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

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

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

Diagnostic							Diagnostic
Diagnostic							Diagnostic

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

14.47%							
6.912							

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 (%)						

% Jeopardy Notice >= 48 hours - Non-Mechanized							
P-2	Switch Ports/KY (%)						
P-2	Local Interoffice Transports/KY (%)						
P-2	Loop + Port Combinations/KY (%)						
P-2	Combo Other/KY (%)						
P-2	ADSL (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 (%)						

Coordinated Customers Conversions							
P-7	Loops with INP/KY (%)						
P-7	Loops with LNP/KY (%)						

% 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 (%)						

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 (%)						

% 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 (%)						

Average Recovery Time - CCC							
P-7B	Loops with INP/KY (minutes)						
P-7B	Loops with LNP/KY (minutes)						

% 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 (%)						

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

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

B.2.12.1
B.2.12.2

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

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

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

B.2.16.1
B.2.16.2

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

B.2.18.1.1

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Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-3 Switch Ports<=10 circuits/Non-DispatchInKY (%)	0.06%	142,213						
P-3 Switch Ports>=10 circuits/DispatchInKY (%)	7.69%	39						
P-3 Switch Ports>=10 circuits/Non-DispatchInKY (%)	0.00%	2						
P-3 Local Interface Transport<10 circuits/DispatchInKY (%)	1.66%	302	0.00%	2	0.09053	0.1829	YES	YES
P-3 Local Interface Transport<10 circuits/Non-DispatchInKY (%)								
P-3 Local Interface Transport>=10 circuits/DispatchInKY (%)								
P-3 Local Interface Transport>=10 circuits/Non-DispatchInKY (%)								
P-3 Loop + Port Combinations<10 circuits/DispatchInKY (%)	14.26%	7,029	6.64%	256	0.02225	3.4230	YES	YES
P-3 Loop + Port Combinations<10 circuits/Non-DispatchInKY (%)	0.06%	142,991	0.00%	13,877	0.00021	2.6610	YES	YES
P-3 Loop + Port Combinations<10 circuits/Switch Based OrdersInKY (%)	0.00%	68,987	0.00%	3,083	0.00000		YES	YES
P-3 Loop + Port Combinations<10 circuits/DispatchInKY (%)	0.11%	73,994	0.00%	10,794	0.00034	3.1930	YES	YES
P-3 Loop + Port Combinations>=10 circuits/DispatchInKY (%)	6.82%	44	0.00%	4	0.13163	0.5180	YES	YES
P-3 Loop + Port Combinations>=10 circuits/Non-DispatchInKY (%)	0.00%	20	0.00%	10	0.00000		YES	YES
P-3 Loop + Port Combinations>=10 circuits/Switch Based OrdersInKY (%)	0.00%	7	0.00%	1	0.00000		YES	YES
P-3 Loop + Port Combinations>=10 circuits/DispatchInKY (%)	13.44%	7,766	0.00%	9	0.00000		YES	YES
P-3 Combo Other<10 circuits/DispatchInKY (%)	13.44%	7,766	0.00%	21	0.07454	1.8035	YES	YES
P-3 Combo Other<10 circuits/Non-DispatchInKY (%)								
P-3 Combo Other>=10 circuits/DispatchInKY (%)	2.33%	129						
P-3 Combo Other>=10 circuits/Non-DispatchInKY (%)	2.33%	129						
P-3 xDSL (ADSL, HDSL and UCL)<10 circuits/DispatchInKY (%)	11.13%	782	0.00%	15	0.08196	1.3573	YES	YES
P-3 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-DispatchInKY (%)	0.29%	1,401						
P-3 xDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchInKY (%)	0.00%	2						
P-3 UNE ISDN/<10 circuits/DispatchInKY (%)	6.98%	43	11.76%	17	0.07299	-0.6560	YES	YES
P-3 UNE ISDN/<10 circuits/Non-DispatchInKY (%)	0.00%	62						
P-3 UNE ISDN/>=10 circuits/DispatchInKY (%)								
P-3 UNE ISDN/>=10 circuits/Non-DispatchInKY (%)								
P-3 Line Sharing<10 circuits/DispatchInKY (%)	11.13%	782						
P-3 Line Sharing<10 circuits/Non-DispatchInKY (%)	0.29%	1,401	0.00%	26	0.01056	0.2703	YES	YES
P-3 Line Sharing>=10 circuits/DispatchInKY (%)	0.00%	2						
P-3 Line Sharing>=10 circuits/Non-DispatchInKY (%)								
P-3 2W Analog Loop Designr<10 circuits/DispatchInKY (%)	14.26%	7,029						
P-3 2W Analog Loop Designr<10 circuits/Non-DispatchInKY (%)	14.26%	7,029						
P-3 2W Analog Loop Designr>=10 circuits/DispatchInKY (%)	6.82%	44						
P-3 2W Analog Loop Designr>=10 circuits/Non-DispatchInKY (%)	6.82%	44						
P-3 2W Analog Loop Non-Designr<10 circuits/DispatchInKY (%)	14.47%	6,912	6.25%	16	0.08805	0.9333	YES	YES
P-3 2W Analog Loop Non-Designr<10 circuits/Non-DispatchInKY (%)	0.11%	73,311						
P-3 2W Analog Loop Non-Designr>=10 circuits/DispatchInKY (%)	7.69%	39	0.00%	1	0.26986	0.2850	YES	YES
P-3 2W Analog Loop Non-Designr>=10 circuits/Non-DispatchInKY (%)								
P-3 2W Analog Loop w/NP Designr<10 circuits/DispatchInKY (%)	14.26%	7,029						
P-3 2W Analog Loop w/NP Designr<10 circuits/Non-DispatchInKY (%)	14.26%	7,029						
P-3 2W Analog Loop w/NP Designr>=10 circuits/DispatchInKY (%)	6.82%	44						
P-3 2W Analog Loop w/NP Designr>=10 circuits/Non-DispatchInKY (%)	6.82%	44						
P-3 2W Analog Loop w/NP Non-Designr<10 circuits/DispatchInKY (%)	14.47%	6,912						
P-3 2W Analog Loop w/NP Non-Designr<10 circuits/Non-DispatchInKY (%)	0.11%	73,311						
P-3 2W Analog Loop w/NP Non-Designr>=10 circuits/DispatchInKY (%)	7.69%	39						
P-3 2W Analog Loop w/NP Non-Designr>=10 circuits/Non-DispatchInKY (%)								
P-12 2W Analog Loop w/LNP Designr<10 circuits/DispatchInKY (%)	14.26%	7,029						
P-12 2W Analog Loop w/LNP Designr<10 circuits/Non-DispatchInKY (%)	14.26%	7,029						
P-12 2W Analog Loop w/LNP Designr>=10 circuits/DispatchInKY (%)	6.82%	44						
P-12 2W Analog Loop w/LNP Designr>=10 circuits/Non-DispatchInKY (%)	6.82%	44						
P-12 2W Analog Loop w/LNP Non-Designr<10 circuits/DispatchInKY (%)	14.47%	6,912						
P-12 2W Analog Loop w/LNP Non-Designr<10 circuits/Non-DispatchInKY (%)	0.11%	73,311						
P-12 2W Analog Loop w/LNP Non-Designr>=10 circuits/DispatchInKY (%)	7.69%	39						
P-12 2W Analog Loop w/LNP Non-Designr>=10 circuits/Non-DispatchInKY (%)								
P-3 Other Designr<10 circuits/DispatchInKY (%)	5.70%	737						
P-3 Other Designr<10 circuits/Non-DispatchInKY (%)	0.50%	189						
P-3 Other Designr>=10 circuits/DispatchInKY (%)	0.00%	85						
P-3 Other Designr>=10 circuits/Non-DispatchInKY (%)	0.00%	3						

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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/DispatchKY (%)	14.26%	7,029						
P-3 Other Non-Design<10 circuits/DispatchKY (%)	0.06%	142,991						
P-3 Other Non-Design>=10 circuits/DispatchKY (%)	6.82%	44						
P-3 Other Non-Design>=10 circuits/DispatchKY (%)	0.00%	20						
P-3 INP (Standalone)<10 circuits/DispatchKY (%)	14.47%	6,912						
P-3 INP (Standalone)<10 circuits/DispatchKY (%)	0.06%	142,213						
P-3 INP (Standalone)>=10 circuits/DispatchKY (%)	7.69%	39						
P-3 INP (Standalone)>=10 circuits/DispatchKY (%)	0.00%	2						
P-12 LNP (Standalone)<10 circuits/DispatchKY (%)	14.47%	6,912	0.00%	1	0.35180	0.4112	YES	
P-12 LNP (Standalone)<10 circuits/DispatchKY (%)	0.06%	142,213	0.00%	1,651	0.00059	0.9584	YES	
P-12 LNP (Standalone)>=10 circuits/DispatchKY (%)	7.69%	39						
P-12 LNP (Standalone)>=10 circuits/DispatchKY (%)	0.00%	2						
P-3 Digital Loop < DS1<10 circuits/DispatchKY (%)	9.76%	973	6.25%	32	0.05333	0.6589	YES	
P-3 Digital Loop < DS1<10 circuits/DispatchKY (%)	0.24%	1,637						
P-3 Digital Loop < DS1>=10 circuits/DispatchKY (%)	0.00%	2						
P-3 Digital Loop < DS1>=10 circuits/DispatchKY (%)	5.37%	149	2.94%	34	0.04284	0.5667	YES	
P-3 Digital Loop >= DS1<10 circuits/DispatchKY (%)	0.00%	309						
P-3 Digital Loop >= DS1>=10 circuits/DispatchKY (%)	0.00%	50						
P-3 Digital Loop >= DS1>=10 circuits/DispatchKY (%)	0.00%	11						

R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-9 Switch Ports<10 circuits/DispatchKY (%)	11.90%	7,076						
P-9 Switch Ports<10 circuits/DispatchKY (%)	3.65%	111,835						
P-9 Switch Ports>=10 circuits/DispatchKY (%)	25.00%	36						
P-9 Switch Ports>=10 circuits/DispatchKY (%)	0.00%	1						
P-9 Local Interface Transport<10 circuits/DispatchKY (%)	9.52%	252						
P-9 Local Interface Transport<10 circuits/DispatchKY (%)								
P-9 Local Interface Transport>=10 circuits/DispatchKY (%)								
P-9 Local Interface Transport>=10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)	11.85%	7,181	12.83%	226	0.02184	-0.4483	YES	
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)	3.64%	112,328	4.13%	8,738	0.00208	-2.3476	NO	
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)	3.33%	54,132	4.29%	1,865	0.00423	-2.2588	NO	
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)	3.93%	58,196	4.09%	6,873	0.00248	-0.6401	YES	
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)	21.28%	47	0.00%	2	0.29549	0.7201	YES	
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)	0.00%	19			0.00000			
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)	0.00%	5			0.00000			
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)	11.31%	7,783	7.69%	13	0.00790	0.4112	YES	
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)	11.31%	7,783						
P-9 Combo Other<10 circuits/DispatchKY (%)	12.50%	80						
P-9 Combo Other>=10 circuits/DispatchKY (%)	12.50%	80						
P-9 xDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (%)	4.25%	682	4.76%	21	0.04470	-0.1140	YES	
P-9 xDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (%)	2.67%	1,497						
P-9 xDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchKY (%)	33.33%	3						
P-9 UNE ISDN<10 circuits/DispatchKY (%)	4.44%	45	9.09%	11	0.06932	-0.6703	YES	
P-9 UNE ISDN<10 circuits/DispatchKY (%)	0.00%	41						
P-9 UNE ISDN>=10 circuits/DispatchKY (%)								
P-9 UNE ISDN>=10 circuits/DispatchKY (%)								
P-9 Line Sharing<10 circuits/DispatchKY (%)	4.25%	682	0.00%	2	0.14289	0.2976	YES	
P-9 Line Sharing<10 circuits/DispatchKY (%)	2.67%	1,497	18.18%	33	0.02838	-5.4650	NO	
P-9 Line Sharing>=10 circuits/DispatchKY (%)	33.33%	3						
P-9 Line Sharing>=10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Design<10 circuits/DispatchKY (%)	11.85%	7,181						
P-9 2W Analog Loop Design<10 circuits/DispatchKY (%)	11.85%	7,181						
P-9 2W Analog Loop Design>=10 circuits/DispatchKY (%)	21.28%	47						
P-9 2W Analog Loop Design>=10 circuits/DispatchKY (%)	21.28%	47						
P-9 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)	11.90%	7,076	6.35%	63	0.04097	1.3546	YES	
P-9 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)	3.95%	57,787						

R&B (POTS) excl SB Or
R&B (POTS) excl SB Or

% Provisioning Troubles within 30 Days

P-9 Switch Ports<10 circuits/DispatchKY (%)								
P-9 Switch Ports<10 circuits/DispatchKY (%)								
P-9 Switch Ports>=10 circuits/DispatchKY (%)								
P-9 Switch Ports>=10 circuits/DispatchKY (%)								
P-9 Local Interface Transport<10 circuits/DispatchKY (%)								
P-9 Local Interface Transport<10 circuits/DispatchKY (%)								
P-9 Local Interface Transport>=10 circuits/DispatchKY (%)								
P-9 Local Interface Transport>=10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations<10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)								
P-9 Loop + Port Combinations>=10 circuits/DispatchKY (%)								
P-9 Combo Other<10 circuits/DispatchKY (%)								
P-9 Combo Other<10 circuits/DispatchKY (%)								
P-9 Combo Other>=10 circuits/DispatchKY (%)								
P-9 Combo Other>=10 circuits/DispatchKY (%)								
P-9 xDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (%)								
P-9 xDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (%)								
P-9 xDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchKY (%)								
P-9 xDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchKY (%)								
P-9 UNE ISDN<10 circuits/DispatchKY (%)								
P-9 UNE ISDN<10 circuits/DispatchKY (%)								
P-9 UNE ISDN>=10 circuits/DispatchKY (%)								
P-9 UNE ISDN>=10 circuits/DispatchKY (%)								
P-9 Line Sharing<10 circuits/DispatchKY (%)								
P-9 Line Sharing<10 circuits/DispatchKY (%)								
P-9 Line Sharing>=10 circuits/DispatchKY (%)								
P-9 Line Sharing>=10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Design<10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Design<10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Design>=10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Design>=10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)								
P-9 2W Analog Loop Non-Design<10 circuits/DispatchKY (%)								

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-9 2W Analog Loop Non-Design/≥10 circuits/Dispatch/KY (%)	25.00%	36						
P-9 2W Analog Loop Non-Design/≥10 circuits/Dispatch in/KY (%)	0.00%	1						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/KY (%)	11.85%	7,181						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch in/KY (%)	11.85%	7,181						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/KY (%)	21.28%	47						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch in/KY (%)	21.28%	47						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY (%)	11.90%	7,076						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch in/KY (%)	3.95%	57,787						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY (%)	25.00%	36						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch in/KY (%)	0.00%	1						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/KY (%)	11.85%	7,181						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch in/KY (%)	11.85%	7,181						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/KY (%)	21.28%	47						
P-9 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch in/KY (%)	21.28%	47						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY (%)	11.90%	7,076	0.00%	1		0.323360	0.3675	YES
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch in/KY (%)	3.95%	57,787						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch/KY (%)	25.00%	36						
P-9 2W Analog Loop w/LNP Non-Design/≥10 circuits/Dispatch in/KY (%)	0.00%	1						
P-9 Other Design/≥10 circuits/Dispatch/KY (%)	4.82%	602						
P-9 Other Design/≥10 circuits/Dispatch in/KY (%)	0.75%	133						
P-9 Other Design/≥10 circuits/Dispatch/KY (%)	0.00%	33						
P-9 Other Design/≥10 circuits/Dispatch in/KY (%)	0.00%	14						
P-9 Other Non-Design/≥10 circuits/Dispatch/KY (%)	11.85%	7,181						
P-9 Other Non-Design/≥10 circuits/Dispatch in/KY (%)	3.64%	112,328						
P-9 Other Non-Design/≥10 circuits/Dispatch/KY (%)	21.28%	47						
P-9 Other Non-Design/≥10 circuits/Dispatch in/KY (%)	0.00%	19						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY (%)	11.90%	7,076						
P-9 INP (Standalone)/≥10 circuits/Dispatch in/KY (%)	3.65%	111,835						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY (%)	25.00%	36						
P-9 INP (Standalone)/≥10 circuits/Dispatch in/KY (%)	0.00%	1						
P-9 Digital Loop < DS1/≥10 circuits/Dispatch/KY (%)	4.07%	810	6.25%	32		0.03563	-0.6107	YES
P-9 Digital Loop < DS1/≥10 circuits/Dispatch in/KY (%)	2.45%	1,633						
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch/KY (%)	33.33%	3						
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch in/KY (%)	5.38%	93	11.29%	62				
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch/KY (%)	0.00%	113						
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch in/KY (%)	0.00%	18						
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch/KY (%)	0.00%	19						

Average Completion Notice Interval - Mechanized

P-5 Switch Ports/<10 circuits/Dispatch/KY (hours)	2.61	6,889			17,308			
P-5 Switch Ports/<10 circuits/Dispatch in/KY (hours)	0.64	141,755			5,790			
P-5 Switch Ports/≥10 circuits/Dispatch/KY (hours)	8.35	39			34,279			
P-5 Switch Ports/≥10 circuits/Dispatch in/KY (hours)	2.46	280			15,963			
P-5 Local Interface Transport/<10 circuits/Dispatch/KY (hours)	2.71	7,006	0.02	210	17,883	1,25240	2,1432	YES
P-5 Local Interface Transport/<10 circuits/Dispatch in/KY (hours)	0.64	142,533	0.31	13,693	5,896	0,05266	6,3881	YES
P-5 Local Interface Transport/≥10 circuits/Dispatch/KY (hours)	0.81	68,655	0.32	2,947	6,959	0,13091	3,7850	YES
P-5 Local Interface Transport/≥10 circuits/Dispatch in/KY (hours)	0.49	73,878	0.31	10,746	4,868	0,04620	3,8100	YES
P-5 Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	7.41	44	0.02	1	32,335	32,70001	0,2260	YES
P-5 Loop + Port Combinations/<10 circuits/Dispatch in/KY (hours)	2.71	18	0.17	1	10,656	10,94776	0,2366	YES
P-5 Loop + Port Combinations/≥10 circuits/Dispatch/KY (hours)	0.26	5			0,177			
P-5 Loop + Port Combinations/≥10 circuits/Dispatch in/KY (hours)	3.72	13	0.17	1	12,559	13,01280	0,2730	YES

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS) excl SB Or	25.00%	36						
R&B (POTS) excl SB Or	0.00%	1						
R&B - Disp	11.85%	7,181						
R&B - Disp	11.85%	7,181						
R&B - Disp	21.28%	47						
R&B - Disp	21.28%	47						
R&B (POTS) excl SB Or	11.90%	7,076						
R&B (POTS) excl SB Or	3.95%	57,787						
R&B (POTS) excl SB Or	25.00%	36						
R&B (POTS) excl SB Or	0.00%	1						
R&B - Disp	11.85%	7,181						
R&B - Disp	11.85%	7,181						
R&B - Disp	21.28%	47						
R&B - Disp	21.28%	47						
R&B (POTS) excl SB Or	11.90%	7,076	0.00%	1		0.323360	0.3675	YES
R&B (POTS) excl SB Or	3.95%	57,787						
R&B (POTS) excl SB Or	25.00%	36						
R&B (POTS) excl SB Or	0.00%	1						
Design	4.82%	602						
Design	0.75%	133						
Design	0.00%	33						
Design	0.00%	14						
R&B	11.85%	7,181						
R&B	3.64%	112,328						
R&B	21.28%	47						
R&B	0.00%	19						
R&B (POTS)	11.90%	7,076						
R&B (POTS)	3.65%	111,835						
R&B (POTS)	25.00%	36						
R&B (POTS)	0.00%	1						
Digital Loop < DS1	4.07%	810	6.25%	32		0.03563	-0.6107	YES
Digital Loop < DS1	2.45%	1,633						
Digital Loop < DS1	33.33%	3						
Digital Loop < DS1	5.38%	93	11.29%	62				
Digital Loop >= DS1	0.00%	113						
Digital Loop >= DS1	0.00%	18						
Digital Loop >= DS1	0.00%	19						

R&B (POTS)	2.61	6,889			17,308			
R&B (POTS)	0.64	141,755			5,790			
R&B (POTS)	8.35	39			34,279			
R&B (POTS)	2.46	280			15,963			
DS1/DS3 - Interoffice	2.71	7,006	0.02	210	17,883	1,25240	2,1432	YES
DS1/DS3 - Interoffice	0.64	142,533	0.31	13,693	5,896	0,05266	6,3881	YES
DS1/DS3 - Interoffice	0.81	68,655	0.32	2,947	6,959	0,13091	3,7850	YES
DS1/DS3 - Interoffice	0.49	73,878	0.31	10,746	4,868	0,04620	3,8100	YES
DS1/DS3 - Interoffice	7.41	44	0.02	1	32,335	32,70001	0,2260	YES
DS1/DS3 - Interoffice	2.71	18	0.17	1	10,656	10,94776	0,2366	YES
DS1/DS3 - Interoffice	0.26	5			0,177			
DS1/DS3 - Interoffice	3.72	13	0.17	1	12,559	13,01280	0,2730	YES

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P-5	Combo Other/<10 circuits/Dispatch/KY (hours)
P-5	Combo Other/<10 circuits/Dispatch InKY (hours)
P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)
P-5	Combo Other/>=10 circuits/Dispatch InKY (hours)
P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)
P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch InKY (hours)
P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)
P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch InKY (hours)
P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)
P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)
P-5	UNE ISDN/<10 circuits/Dispatch InKY (hours)
P-5	UNE ISDN/>=10 circuits/Dispatch InKY (hours)
P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)
P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)
P-5	Line Sharing/<10 circuits/Dispatch InKY (hours)
P-5	Line Sharing/>=10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop Design/<10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop Design/>=10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)
P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch InKY (hours)
P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch InKY (hours)
P-5	Other Design/<10 circuits/Dispatch/KY (hours)
P-5	Other Design/>=10 circuits/Dispatch/KY (hours)
P-5	Other Design/<10 circuits/Dispatch InKY (hours)
P-5	Other Design/>=10 circuits/Dispatch InKY (hours)
P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)
P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)
P-5	Other Non-Design/<10 circuits/Dispatch InKY (hours)
P-5	Other Non-Design/>=10 circuits/Dispatch InKY (hours)
P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)
P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)
P-5	INP (Standalone)/<10 circuits/Dispatch InKY (hours)
P-5	INP (Standalone)/>=10 circuits/Dispatch InKY (hours)
P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)
P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)
P-5	LNP (Standalone)/<10 circuits/Dispatch InKY (hours)
P-5	LNP (Standalone)/>=10 circuits/Dispatch InKY (hours)
P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)
P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)
P-5	Digital Loop < DS3/<10 circuits/Dispatch/KY (hours)
P-5	Digital Loop < DS3/>=10 circuits/Dispatch/KY (hours)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B&D - Disp	2.89	7,732			18,495			
R&B&D - Disp	2.89	7,732			18,495			
R&B&D - Disp	12.25	125			33,887			
R&B&D - Disp	12.25	125			33,887			
ADSL to Retail	1.25	781	0.02	12	12,642	3,67727	0.3349	YES
ADSL to Retail	0.74	1,398			6,099			
ADSL to Retail	0.02	2			0,000			
ADSL to Retail	12.76	42	0.02	17	31,865	9,15997	1.3916	YES
ISDN - BRI	0.28	62			0,125			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	1.25	781			12,642			
ADSL to Retail	0.74	1,398	0.27	1	6,499	6,50152	0.0733	YES
ADSL to Retail	0.02	2			0,000			
R&B - Disp	2.71	7,006			17,883			
R&B - Disp	2.71	7,006			17,883			
R&B - Disp	7.41	44			32,335			
R&B - Disp	7.41	44			32,335			
R&B (POTS) excl SB Or	2.61	6,889	0.02	16	17,308	4,33190	0.5985	YES
R&B (POTS) excl SB Or	0.49	73,195			4,689			
R&B (POTS) excl SB Or	8.35	39	0.02	1	34,279	34,71578	0.2401	YES
R&B (POTS) excl SB Or	2.71	7,006			17,883			
R&B - Disp	2.71	7,006			17,883			
R&B - Disp	7.41	44			32,335			
R&B - Disp	7.41	44			32,335			
R&B (POTS) excl SB Or	2.61	6,889			17,308			
R&B (POTS) excl SB Or	0.49	73,195			4,689			
R&B (POTS) excl SB Or	8.35	39			34,279			
R&B (POTS) excl SB Or	2.71	7,006			17,883			
R&B - Disp	2.71	7,006			17,883			
R&B - Disp	7.41	44			32,335			
R&B - Disp	7.41	44			32,335			
R&B (POTS) excl SB Or	2.61	6,889			17,308			
R&B (POTS) excl SB Or	0.49	73,195			4,689			
R&B (POTS) excl SB Or	8.35	39			34,279			
R&B (POTS) excl SB Or	4.63	726			23,540			
Design	1.22	199			3,876			
Design	14.87	81			34,613			
Design	0.02	3			0,000			
R&B	2.71	7,006			17,883			
R&B	0.64	142,533			5,886			
R&B	7.41	44			32,335			
R&B	2.76	18			10,656			
R&B (POTS)	2.61	6,889			17,308			
R&B (POTS)	0.64	141,755			5,790			
R&B (POTS)	8.35	39			34,279			
R&B (POTS)	2.61	6,889			17,308			
R&B (POTS)	0.64	141,755	0.28	1,606	5,790	0,14528	2,4794	YES
R&B (POTS)	8.35	39			34,279			
Digital Loop < DS1	1.56	971	0.02	29	13,316	2,50928	0.6147	YES
Digital Loop < DS1	0.76	1,634			6,114			
Digital Loop < DS1	0.02	2			0,000			

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.21.18.2.2	Digital Loop < DS1/=>=10 circuits/Non-Dispatch/KY (hours)	7.45	147	0.38	28	30.039	6.19401	1.1411	YES
B 2.21.19.1.1	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	1.50	309			17.677			
B 2.21.19.1.2	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	11.38	48			23.841			
B 2.21.19.2.1	Digital Loop >= DS1/=>=10 circuits/Dispatch/KY (hours)	4.29	11			13.652			

Average Completion Notice Interval - Non-Mechanized

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	22.01	2				Diagnostic
P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	25.26	46				Diagnostic
P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	4.02	180				Diagnostic
P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	2.43	135				Diagnostic
P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	8.79	45				Diagnostic
P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	17.62	3				Diagnostic
P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	29.80	9				Diagnostic
P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	38.00	1				Diagnostic
P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	28.78	8				Diagnostic
P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	26.08	21				Diagnostic
P-5	Combo Other/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Combo Other/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Dispatch/KY (hours)	6.59	3				Diagnostic
P-5	xDSL (ADSL, HDSL, and UCL)/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	xDSL (ADSL, HDSL, and UCL)/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)						Diagnostic
P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (hours)						Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
7.45	147	0.38	28	30.039	6.19401	1.1411	YES
1.50	309			17.677			
11.38	48			23.841			
4.29	11			13.652			

Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

Digital Loop < DS1/=>=10 circuits/Non-Dispatch/KY (hours)
Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)
Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)
Digital Loop >= DS1/=>=10 circuits/Dispatch/KY (hours)
Digital Loop >= DS1/=>=10 circuits/Non-Dispatch/KY (hours)

B 2.21.18.2.2
B 2.21.19.1.1
B 2.21.19.1.2
B 2.21.19.2.1
B 2.21.19.2.2

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design<=10 circuits/Dispatch in/KY (hours)						Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch in/KY (hours)						Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch in/KY (hours)						Diagnostic
B.2.22.14.1.1	P-5	Other Design<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.14.1.2	P-5	Other Design<=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.14.2.1	P-5	Other Design>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.14.2.2	P-5	Other Design>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1<10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1>=10 circuits/Dispatch/KY (hours)						Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1>=10 circuits/Dispatch/KY (hours)						Diagnostic

Total Service Order Cycle Time - Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.1.1.2	P-10	Switch Ports<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.1.2	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.3.1.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.3.1.2	P-10	Local Interoffice Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.4.1.2	P-10	Combo Other<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.4.2.2	P-10	Combo Other>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.7.1.2	P-10	Line Sharing<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.7.2.2	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)						Diagnostic

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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							Diagnostic
B.2.24.9.1.1		3.60	4				Diagnostic
B.2.24.9.1.2							Diagnostic
B.2.24.9.1.2							Diagnostic
B.2.24.9.2.1							Diagnostic
B.2.24.9.2.2							Diagnostic
B.2.24.10.1.1							Diagnostic
B.2.24.10.1.2							Diagnostic
B.2.24.10.2.1							Diagnostic
B.2.24.10.2.2							Diagnostic
B.2.24.11.1.1							Diagnostic
B.2.24.11.1.2							Diagnostic
B.2.24.11.2.1							Diagnostic
B.2.24.11.2.2							Diagnostic
B.2.24.12.1.1							Diagnostic
B.2.24.12.1.2							Diagnostic
B.2.24.12.2.1							Diagnostic
B.2.24.12.2.2							Diagnostic
B.2.24.13.1.1							Diagnostic
B.2.24.13.1.2							Diagnostic
B.2.24.13.2.1							Diagnostic
B.2.24.13.2.2							Diagnostic
B.2.24.14.1.1							Diagnostic
B.2.24.14.1.2							Diagnostic
B.2.24.14.2.1							Diagnostic
B.2.24.14.2.2							Diagnostic
B.2.24.15.1.1							Diagnostic
B.2.24.15.1.2							Diagnostic
B.2.24.15.2.1							Diagnostic
B.2.24.15.2.2							Diagnostic
B.2.24.16.1.1							Diagnostic
B.2.24.16.1.2							Diagnostic
B.2.24.16.2.1							Diagnostic
B.2.24.16.2.2							Diagnostic
B.2.24.17.1.1		0.70	1,346				Diagnostic
B.2.24.17.1.2							Diagnostic
B.2.24.17.2.1							Diagnostic
B.2.24.17.2.2							Diagnostic
B.2.24.18.1.1							Diagnostic
B.2.24.18.1.2		7.13	17				Diagnostic
B.2.24.18.2.1							Diagnostic
B.2.24.18.2.2							Diagnostic
B.2.24.19.1.1							Diagnostic
B.2.24.19.1.2		5.64	7				Diagnostic
B.2.24.19.2.1							Diagnostic
B.2.24.19.2.2							Diagnostic
B.2.25.1.1.1							Diagnostic
B.2.25.1.1.2							Diagnostic
B.2.25.1.2.1							Diagnostic
B.2.25.1.2.2							Diagnostic
B.2.25.2.1.1							Diagnostic
B.2.25.2.1.2							Diagnostic
B.2.25.2.2.1							Diagnostic
B.2.25.2.2.2							Diagnostic
B.2.25.3.1.1		2.25	47				Diagnostic
B.2.25.3.1.2		1.22	1,019				Diagnostic
B.2.25.3.2.1							Diagnostic
B.2.25.3.2.2		4.08	1				Diagnostic
B.2.25.4.1.1							Diagnostic

Total Service Order Cycle Time - Partially Mechanized

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.1.1.1							Diagnostic
B.2.25.1.1.2							Diagnostic
B.2.25.1.2.1							Diagnostic
B.2.25.1.2.2							Diagnostic
B.2.25.2.1.1							Diagnostic
B.2.25.2.1.2							Diagnostic
B.2.25.2.2.1							Diagnostic
B.2.25.2.2.2							Diagnostic
B.2.25.3.1.1							Diagnostic
B.2.25.3.1.2							Diagnostic
B.2.25.3.2.1							Diagnostic
B.2.25.3.2.2							Diagnostic
B.2.25.4.1.1							Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.4.1.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.5.1.1	P-10	XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.5.1.2	P-10	XDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.5.2.1	P-10	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.5.2.2	P-10	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	8.90	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

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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/Dispatch/KY (days)	9.01	2				Diagnostic
P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time - Non-Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Local Interface Transport/<10 circuits/Dispatch/KY (days)	8.84	1				Diagnostic
Diagnostic	P-10	Local Interface Transport/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Local Interface Transport/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Local Interface Transport/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	2.52	22				Diagnostic
Diagnostic	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	1.70	22				Diagnostic
Diagnostic	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	16.89	2				Diagnostic
Diagnostic	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	7.55	2				Diagnostic
Diagnostic	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	11.60	6				Diagnostic
Diagnostic	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	3.97	1				Diagnostic
Diagnostic	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	LINE ISDN/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	LINE ISDN/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	LINE ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	LINE ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	3.25	1				Diagnostic
Diagnostic	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop w/NP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop w/NP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop w/NP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	2W Analog Loop w/NP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Other Design/<10 circuits/Dispatch/KY (days)						Diagnostic
Diagnostic	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)						Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.26.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.15.1.1	P-10	Other Non-Design/><10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.15.1.2	P-10	Other Non-Design/><10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.16.1.2	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.16.2.1	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.17.1.2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.17.2.1	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.18.1.1	P-10	Digital Loop < DS1/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.18.1.2	P-10	Digital Loop < DS1/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.18.2.1	P-10	Digital Loop < DS1/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.18.2.2	P-10	Digital Loop < DS1/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.19.1.1	P-10	Digital Loop >= DS1/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.19.1.2	P-10	Digital Loop >= DS1/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.19.2.1	P-10	Digital Loop >= DS1/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.19.2.2	P-10	Digital Loop >= DS1/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.28.1.1.1	P-10	Switch Ports/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.1.1.2	P-10	Switch Ports/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.1.2.1	P-10	Switch Ports/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.1.2.2	P-10	Switch Ports/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.2.1.1	P-10	Local Interface Transport/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.2.1.2	P-10	Local Interface Transport/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.2.2.1	P-10	Local Interface Transport/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.2.2.2	P-10	Local Interface Transport/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.3.1.1	P-10	Loop + Port Combinations/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.3.1.2	P-10	Loop + Port Combinations/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.3.2.1	P-10	Loop + Port Combinations/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.3.2.2	P-10	Loop + Port Combinations/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.4.1.1	P-10	Combo Other/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.4.1.2	P-10	Combo Other/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.4.2.1	P-10	Combo Other/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.4.2.2	P-10	Combo Other/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.6.1.1	P-10	UNE ISDN/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.6.1.2	P-10	UNE ISDN/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.6.2.1	P-10	UNE ISDN/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.6.2.2	P-10	UNE ISDN/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.7.1.1	P-10	Line Sharing/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.7.1.2	P-10	Line Sharing/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.7.2.1	P-10	Line Sharing/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.7.2.2	P-10	Line Sharing/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.8.1.1	P-10	2W Analog Loop Design/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.8.1.2	P-10	2W Analog Loop Design/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.8.2.1	P-10	2W Analog Loop Design/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.8.2.2	P-10	2W Analog Loop Design/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.9.1.1	P-10	2W Analog Loop Non-Design/≤10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.9.1.2	P-10	2W Analog Loop Non-Design/≤10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.9.2.1	P-10	2W Analog Loop Non-Design/≥10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.9.2.2	P-10	2W Analog Loop Non-Design/≥10 circuits/Non-Dispatch/KY (days)						Diagnostic

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.28.10.1.1	P-10	2W Analog Loop w/NP Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.10.1.2	P-10	2W Analog Loop w/NP Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.10.2.1	P-10	2W Analog Loop w/NP Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.10.2.2	P-10	2W Analog Loop w/NP Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.11.1	P-10	2W Analog Loop w/NP Non-Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.11.2	P-10	2W Analog Loop w/NP Non-Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.12.1	P-10	2W Analog Loop w/NP Non-Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.12.2	P-10	2W Analog Loop w/NP Non-Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.13.1	P-14	2W Analog Loop w/LNP Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.13.2	P-14	2W Analog Loop w/LNP Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.14.1	P-14	2W Analog Loop w/LNP Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.14.2	P-14	2W Analog Loop w/LNP Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.15.1	P-10	Other Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.15.2	P-10	Other Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.16.1	P-10	Other Non-Design/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.16.2	P-10	Other Non-Design/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.17.1	P-10	INP (Standalone)/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.17.2	P-10	INP (Standalone)/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.18.1	P-10	INP (Standalone)/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.18.2	P-10	INP (Standalone)/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.19.1	P-10	Digital Loop < DS1/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.28.19.2	P-10	Digital Loop < DS1/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.28.19.2.2	P-10	Digital Loop >= DS1/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.1.1.1	P-10	Switch Ports/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.1.1.2	P-10	Switch Ports/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.1.2.1	P-10	Switch Ports/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.1.2.2	P-10	Switch Ports/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.2.1.1	P-10	Local Interface Transport/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.2.1.2	P-10	Local Interface Transport/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.2.2.1	P-10	Local Interface Transport/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.2.2.2	P-10	Local Interface Transport/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.3.1.1	P-10	Loop + Port Combinations/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.3.1.2	P-10	Loop + Port Combinations/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.3.2.1	P-10	Loop + Port Combinations/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.3.2.2	P-10	Loop + Port Combinations/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.4.1.1	P-10	Combo Other/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.4.1.2	P-10	Combo Other/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.4.2.1	P-10	Combo Other/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.4.2.2	P-10	Combo Other/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.5.1.1	P-10	XDSL (ADSL, HDSL, and UCL)/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.5.1.2	P-10	XDSL (ADSL, HDSL, and UCL)/10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time (Offered) - Partially Mechanized

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.29.1.1.1	P-10	Switch Ports/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.1.1.2	P-10	Switch Ports/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.1.2.1	P-10	Switch Ports/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.1.2.2	P-10	Switch Ports/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.2.1.1	P-10	Local Interface Transport/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.2.1.2	P-10	Local Interface Transport/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.2.2.1	P-10	Local Interface Transport/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.2.2.2	P-10	Local Interface Transport/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.3.1.1	P-10	Loop + Port Combinations/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.3.1.2	P-10	Loop + Port Combinations/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.3.2.1	P-10	Loop + Port Combinations/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.3.2.2	P-10	Loop + Port Combinations/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.4.1.1	P-10	Combo Other/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.4.1.2	P-10	Combo Other/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.4.2.1	P-10	Combo Other/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.4.2.2	P-10	Combo Other/10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.29.5.1.1	P-10	XDSL (ADSL, HDSL, and UCL)/10 circuits/Dispatch/KY (days)						Diagnostic
B 2.29.5.1.2	P-10	XDSL (ADSL, HDSL, and UCL)/10 circuits/Non-Dispatch/KY (days)						Diagnostic

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% Cooperative Test Attempts for xDSL

P-8	xDSL (ADSL, HDSL and UCL)/KY (%)
B.2.33.1	100.00%
B.2.33.2	14

Service Order Accuracy

P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.34.1.1	>= 95%								YES
B.2.34.1.2	>= 95%								YES
B.2.34.1.1	>= 95%								YES
B.2.34.1.2	>= 95%								YES
B.2.34.2.1	>= 95%								YES
B.2.34.2.1	>= 95%								YES
B.2.34.2.1	>= 95%								YES
B.2.34.2.2	>= 95%								YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

M&R-1	Switch Ports/Dispatch/KY (%)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.1.1.1	16.51%		27,606	100.00%	14				YES
B.3.1.1.2	3.70%		10,404						YES
B.3.1.2	2.07%		145						YES
B.3.1.2	0.00%		160						YES
B.3.1.3	16.58%		27,882	9.94%	1,127	0.01130	0.01130	5.8785	YES
B.3.1.3	3.68%		10,585	1.84%	272	0.01155	0.01155	1.5898	YES
B.3.1.4	16.26%		28,485	0.00%	15	0.09531	0.09531	1.7065	YES
B.3.1.4	16.26%		28,485	0.00%	2	0.26096	0.26096	0.6233	YES
B.3.1.5	39.42%		312	0.00%	7	0.18677	0.18677	2.1108	YES
B.3.1.5	11.76%		34	0.00%	4	0.06857	0.06857	0.2780	YES
B.3.1.6	8.70%		23	0.00%	2	0.23443	0.23443	0.5018	YES
B.3.1.7	39.42%		312	0.00%	5	0.13904	0.13904	0.6234	YES
B.3.1.7	1.91%		682	0.00%	3	0.28350	0.28350	0.2148	YES
B.3.1.8	16.58%		27,882	5.88%	17	0.09023	0.09023	1.1857	YES
B.3.1.8	16.58%		27,882	0.00%	3	0.21473	0.21473	0.7722	YES
B.3.1.9	16.46%		27,550	0.00%	1	0.37083	0.37083	0.4439	YES
B.3.1.9	4.04%		9,342	0.00%	0				YES
B.3.1.10	1.66%		603	0.00%	30	0.02389	0.02389	0.6942	YES
B.3.1.10	3.28%		610	0.00%	9	0.05980	0.05980	0.5483	YES
B.3.1.11	16.58%		10,585	0.00%	0				YES
B.3.1.11	16.51%		27,606						YES
B.3.1.12	3.70%		10,404						YES

Customer Trouble Report Rate

M&R-2	Switch Ports/Dispatch/KY (%)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.1.1	2.72%		1,016,476						YES
B.3.2.1.1	1.02%		1,016,476						YES
B.3.2.2	1.66%		8,734	0.00%	50	0.01827	0.01827	0.9085	YES
B.3.2.2	1.83%		8,734	0.00%	50	0.01920	0.01920	0.9543	YES
B.3.2.3	2.55%		1,091,465	1.79%	62,837	0.00066	0.00066	11.6062	YES
B.3.2.3	0.97%		1,091,465	0.43%	62,837	0.00040	0.00040	13.2902	YES
B.3.2.4	2.27%		1,252,409	5.66%	265	0.00927	0.00927	-3.6545	NO
B.3.2.4	2.27%		1,252,409	0.75%	265	0.00927	0.00927	1.6402	YES
B.3.2.5	1.08%		28,962	1.74%	403	0.00521	0.00521	-1.2672	YES
B.3.2.5	2.35%		28,962	0.99%	403	0.00770	0.00770	1.7698	YES
B.3.2.6	1.05%		3,245	0.40%	504	0.00490	0.00490	1.3282	YES
B.3.2.6	0.71%		3,245	0.99%	504	0.00403	0.00403	-0.7028	YES
B.3.2.7	1.08%		28,962	0.68%	440	0.00499	0.00499	0.7382	YES
B.3.2.7	2.35%		28,962	1.59%	440	0.00737	0.00737	1.0364	YES
B.3.2.8	2.55%		1,091,465	0.88%	1,939	0.00363	0.00363	4.6184	YES
B.3.2.8	2.55%		1,091,465	0.15%	1,939	0.00363	0.00363	6.6058	YES

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

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/DispatchKY (hours)
B.3.3.1.2 <th>M&R-3</th> <th>Switch Ports/Non-DispatchKY (hours)</th>	M&R-3	Switch Ports/Non-DispatchKY (hours)
B.3.3.2.1 <th>M&R-3</th> <th>Local Interoffice Transport/DispatchKY (hours)</th>	M&R-3	Local Interoffice Transport/DispatchKY (hours)
B.3.3.2.2 <th>M&R-3</th> <th>Local Interoffice Transport/Non-DispatchKY (hours)</th>	M&R-3	Local Interoffice Transport/Non-DispatchKY (hours)
B.3.3.3.1 <th>M&R-3</th> <th>Loop + Port Combinations/DispatchKY (hours)</th>	M&R-3	Loop + Port Combinations/DispatchKY (hours)
B.3.3.3.2 <th>M&R-3</th> <th>Loop + Port Combinations/Non-DispatchKY (hours)</th>	M&R-3	Loop + Port Combinations/Non-DispatchKY (hours)
B.3.3.4.1 <th>M&R-3</th> <th>Combo Other/DispatchKY (hours)</th>	M&R-3	Combo Other/DispatchKY (hours)
B.3.3.4.2 <th>M&R-3</th> <th>Combo Other/Non-DispatchKY (hours)</th>	M&R-3	Combo Other/Non-DispatchKY (hours)
B.3.3.5.1 <th>M&R-3</th> <th>xDSL (ADSL, HDSL and UCL)/DispatchKY (hours)</th>	M&R-3	xDSL (ADSL, HDSL and UCL)/DispatchKY (hours)
B.3.3.5.2 <th>M&R-3</th> <th>xDSL (ADSL, HDSL and UCL)/Non-DispatchKY (hours)</th>	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-DispatchKY (hours)
B.3.3.6.1 <th>M&R-3</th> <th>UNE ISDN/DispatchKY (hours)</th>	M&R-3	UNE ISDN/DispatchKY (hours)
B.3.3.6.2 <th>M&R-3</th> <th>UNE ISDN/Non-DispatchKY (hours)</th>	M&R-3	UNE ISDN/Non-DispatchKY (hours)
B.3.3.7.1 <th>M&R-3</th> <th>Line Sharing/DispatchKY (hours)</th>	M&R-3	Line Sharing/DispatchKY (hours)
B.3.3.7.2 <th>M&R-3</th> <th>Line Sharing/Non-DispatchKY (hours)</th>	M&R-3	Line Sharing/Non-DispatchKY (hours)
B.3.3.8.1 <th>M&R-3</th> <th>2W Analog Loop Design/DispatchKY (hours)</th>	M&R-3	2W Analog Loop Design/DispatchKY (hours)
B.3.3.8.2 <th>M&R-3</th> <th>2W Analog Loop Design/Non-DispatchKY (hours)</th>	M&R-3	2W Analog Loop Design/Non-DispatchKY (hours)
B.3.3.9.1 <th>M&R-3</th> <th>2W Analog Loop Non-Design/DispatchKY (hours)</th>	M&R-3	2W Analog Loop Non-Design/DispatchKY (hours)
B.3.3.9.2 <th>M&R-3</th> <th>2W Analog Loop Non-Design/Non-DispatchKY (hours)</th>	M&R-3	2W Analog Loop Non-Design/Non-DispatchKY (hours)
B.3.3.10.1 <th>M&R-3</th> <th>Other Design/DispatchKY (hours)</th>	M&R-3	Other Design/DispatchKY (hours)
B.3.3.10.2 <th>M&R-3</th> <th>Other Design/Non-DispatchKY (hours)</th>	M&R-3	Other Design/Non-DispatchKY (hours)
B.3.3.11.1 <th>M&R-3</th> <th>Other Non-Design/DispatchKY (hours)</th>	M&R-3	Other Non-Design/DispatchKY (hours)
B.3.3.11.2 <th>M&R-3</th> <th>Other Non-Design/Non-DispatchKY (hours)</th>	M&R-3	Other Non-Design/Non-DispatchKY (hours)
B.3.3.12.1 <th>M&R-3</th> <th>LNP (Standalone)/DispatchKY (hours)</th>	M&R-3	LNP (Standalone)/DispatchKY (hours)
B.3.3.12.2 <th>M&R-3</th> <th>LNP (Standalone)/Non-DispatchKY (hours)</th>	M&R-3	LNP (Standalone)/Non-DispatchKY (hours)

% Repeat Troubles within 30 Days

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

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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 FT	2.71%	1,016,476	0.61%	163		0.01290	1.6280	YES
R&B (POTS) excl SB FT	0.92%	1,016,476	0.00%	163		0.00751	1.2239	YES
Design	0.37%	160,944	3.49%	859		0.00209	-14.8889	NO
Design	0.38%	160,944	1.05%	859		0.00211	-3.1751	NO
R&B	2.55%	1,081,465	0.00%	121		0.01453	1.7580	YES
R&B	0.97%	1,081,465	0.00%	121		0.00895	1.0832	YES
R&B (POTS)	2.72%	1,016,476						
R&B (POTS)	1.02%	1,016,476						

R&B (POTS)	37.97	27,606			49,144			
R&B (POTS)	18.01	10,404			34,445			
DS1/DS3	5.45	145	0.00	0	5,675			YES
DS1/DS3	2.25	160	0.00	0	2,935			YES
R&B	37.76	27,882	21.00	1,127	49,052	1,49040	11,2502	YES
R&B	17.73	10,585	8.67	272	34,217	2,10122	4,3133	YES
R&B&D - Disp	37.07	28,485	5.08	15	48,763	12,59392	2,5399	YES
R&B&D - Disp	37.07	28,485	0.77	2	48,763	34,48200	1,0529	YES
ADSL to Retail	43.57	312	3.23	7	66,442	23,39300	1,5869	YES
ADSL to Retail	1.60	682	1.71	4	8,780	4,40295	-0.0257	YES
ISDN - BRI	9.43	34	3.91	2	8,914	6,48564	0.8507	YES
ISDN - BRI	11.19	23	2.55	5	21,627	10,67134	0.8100	YES
ADSL to Retail	43.57	312	65.67	3	66,442	38,54449	-0.5732	YES
ADSL to Retail	1.60	682	8.00	7	8,780	3,33558	-1.9202	NO
R&B - Disp	37.76	27,882	9.03	17	49,052	11,90057	2,4146	YES
R&B - Disp	37.76	27,882	4.45	3	49,052	28,32191	1.1762	YES
R&B (POTS) excl SB FT	37.98	27,550	16.00	1	49,159	49,16019	0.4470	YES
R&B (POTS) excl SB FT	19.64	9,342	0.00	0	35,923			YES
Design	5.13	603	4.22	30	5,257	0,98342	0.9195	YES
Design	4.62	610	1.05	9	12,017	4,03507	0.8859	YES
R&B	37.76	27,882	0.00	0	49,052			YES
R&B	17.73	10,585	0.00	0	34,217			YES
R&B (POTS)	37.97	27,606			49,144			
R&B (POTS)	18.01	10,404			34,445			

R&B (POTS)	22.06%	27,606						
R&B (POTS)	16.76%	10,404						
DS1/DS3	24.83%	145	0.00%	0				YES
DS1/DS3	23.13%	160	0.00%	0				YES
R&B	21.97%	27,882	13.75%	1,127		0.01258	5.5322	YES
R&B	16.57%	10,585	9.58%	272		0.02283	3.0710	YES
R&B&D - Disp	21.92%	28,485	26.67%	15		0.10685	-0.4439	YES
R&B&D - Disp	21.92%	28,485	0.00%	2		0.29256	0.7494	YES
ADSL to Retail	24.36%	312	14.29%	7		0.16405	0.6140	YES
ADSL to Retail	23.17%	682	0.00%	4		0.21157	1.0860	YES
ISDN - BRI	14.71%	34	50.00%	2		0.25769	-1.3696	YES
ISDN - BRI	4.35%	23	0.00%	5		0.10063	0.4321	YES
ADSL to Retail	23.17%	682	42.86%	3		0.24902	-1.6990	NO
ADSL to Retail	24.36%	312	42.86%	7		0.16028	-1.2285	YES
R&B - Disp	21.97%	27,882	35.28%	17		0.10045	-1.3263	YES
R&B - Disp	22.08%	27,882	0.00%	3		0.23907	0.9190	YES
R&B (POTS) excl SB FT	16.55%	9,342	0.00%	1		0.41477	0.5323	YES
R&B (POTS) excl SB FT	19.73%	603	26.67%	30		0.07445	-0.9311	YES
Design	15.57%	610	0.00%	9		0.12176	1.2791	YES
Design	21.97%	27,882	0.00%	0				YES
R&B	16.57%	10,585	0.00%	0				YES
R&B (POTS)	22.06%	27,606						
R&B (POTS)	16.76%	10,404						

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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
B.3.5.1.1	M&R-5 Switch Ports/Dispatch/KY (%)	18.87%	16,718						
B.3.5.1.2	M&R-3 Switch Ports/Non-Dispatch/KY (%)	10.25%	2,966						
B.3.5.2.1	M&R-5 Local Interface Transport/Dispatch/KY (%)	2.07%	145	0.00%	0				YES
B.3.5.2.2	M&R-5 Local Interface Transport/Non-Dispatch/KY (%)	0.00%	160	0.00%	0				YES
B.3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/KY (%)	18.79%	16,862	10.04%	727	0.01480	5.9147		YES
B.3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%)	10.07%	3,018	5.84%	137	0.02629	1.8103		YES
B.3.5.4.1	M&R-3 Combo Other/Dispatch/KY (%)	18.20%	17,465	0.00%	15	0.05967	1.8262		YES
B.3.5.4.2	M&R-5 Combo Other/Non-Dispatch/KY (%)	18.20%	17,465	0.00%	2	0.27286	0.6671		YES
B.3.5.5.1	M&R-5 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	39.42%	312	0.00%	7	0.18677	2.1108		YES
B.3.5.5.2	M&R-5 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	11.91%	682	0.00%	4	0.06857	0.2780		YES
B.3.5.6.1	M&R-3 UNE ISDN/Dispatch/KY (%)	8.70%	23	0.00%	5	0.23443	0.5018		YES
B.3.5.6.2	M&R-5 UNE ISDN/Non-Dispatch/KY (%)	39.42%	312	0.00%	0	0.13904	0.6254		YES
B.3.5.7.1	M&R-5 Line Sharing/Dispatch/KY (%)	1.91%	682	0.00%	0				YES
B.3.5.7.2	M&R-5 Line Sharing/Non-Dispatch/KY (%)	18.79%	16,862	5.88%	17	0.09480	1.3620		YES
B.3.5.8.1	M&R-5 2W Analog Loop Design/Dispatch/KY (%)	18.87%	16,716	0.00%	3	0.22557	0.8332		YES
B.3.5.8.2	M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)	10.25%	2,965	0.00%	0				YES
B.3.5.9.1	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY (%)	3.28%	603	0.00%	0				YES
B.3.5.9.2	M&R-5 Other Design/Dispatch/KY (%)	18.79%	16,862	0.00%	9	0.02389	0.6942		YES
B.3.5.10.1	M&R-5 Other Design/Non-Dispatch/KY (%)	10.07%	3,018	0.00%	0	0.05980	0.5483		YES
B.3.5.10.2	M&R-5 Other Non-Design/Dispatch/KY (%)	18.87%	16,718	0.00%	0				YES
B.3.5.11.1	M&R-5 Other Non-Design/Non-Dispatch/KY (%)	10.25%	2,966						
B.3.5.11.2	M&R-5 LNP (Standalone)/Dispatch/KY (%)								
B.3.5.12.1	M&R-5 LNP (Standalone)/Non-Dispatch/KY (%)								
B.3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/KY (%)								

Unbundled Network Elements - Billing

	BST - State	BST - Region
B.4.1	96.42%	\$98,886,797
	92.20%	\$2,307,214
B.4.2	4.10	1
	2.97	1,725

Invoice Accuracy

B.1	0.00012	341.6027	NO
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Mean Time to Deliver Invoices - CRIS

B.2			
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BellSouth Monthly State Summary Kentucky, October 2002

	Benchmark/ Analog	BST Measure	BST Volume	CLEC measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/KY (%)	Diagnostic		34.48%	29				Diagnostic
C.1.2	Reject Interval O-8 Local Interconnection Trunks/KY (%)	>= 85% w in 4 days		100.00%	10				YES
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/KY (%)	>= 95% w in 10 days		100.00%	13				YES
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/KY (%)	>= 95%		100.00%	19				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/KY (%)	>= 95%							
Local Interconnection Trunks - Provisioning									
Order Completion Interval									
C.2.1	P-4 Local Interconnection Trunks/KY (days)	Parity w Retail	17.88	10.00	4	7.796	4.07508	1.9346	YES
C.2.2	Held Orders P-1 Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	0.00%	6		0.00000		YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/KY (hours)	95% >= 48 hrs							
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	11.11%	9		0.00000		NO
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	0.00%	38		0.00000		YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/KY (hours)	Parity w Retail	19.64	47.16	9	76.629	28.68804	-0.9591	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/KY (days)	Diagnostic		15.09	4				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours P-6 Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic		0.00%	4				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
C.2.11.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%		100.00%	28				YES
C.2.11.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%		100.00%	10				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%		100.00%	130				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%		100.00%	77				YES
Local Interconnection Trunks - Maintenance and Repair									
Missed Repair Appointments									
C.3.1.1	M&R-1 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0.00%	0				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	0.00%	0				YES
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0.00%	19,969		0.00000		YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.05%	0.00%	19,969		0.00018	2.9508	YES

BellSouth Monthly State Summary Kentucky, October 2002

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	3.28	49	0.00	0	3.860			YES
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	8.16%	49	0.00%	0				YES
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	0.00%	49	0.00%	0				YES
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	KY (%)	96.42%	\$96,886,797	96.65%	\$431,293		0.00028	-78.7433	YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	4.85	1	4.72	12,420				YES
Local Interconnection Trunks - Trunk Blocking										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)			0					YES

>0.5% diffr 2 consec. hrs

BellSouth Monthly State Summary Kentucky, October 2002

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Operations Support Systems - Pre-Ordering									
% Interface Availability - CLEC									
D.1.1.1	>= 99.5%			100.00%					YES
D.1.1.2	>= 99.5%			99.99%					YES
D.1.1.3	>= 99.5%			99.98%					YES
D.1.1.4	>= 99.5%			100.00%					YES
D.1.1.5	>= 99.5%			99.99%					YES
D.1.1.6	>= 99.5%			100.00%					YES
D.1.1.7	>= 99.5%			100.00%					YES
D.1.1.8	>= 99.5%			100.00%					YES
D.1.1.9	>= 99.5%			100.00%					YES
D.1.1.10	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC									
D.1.2.1	>= 99.5%			100.00%					YES
D.1.2.2	>= 99.5%			100.00%					YES
D.1.2.3	>= 99.5%			100.00%					YES
D.1.2.4	>= 99.5%			99.73%					YES
D.1.2.5	>= 99.5%			100.00%					YES
D.1.2.6	>= 99.5%			100.00%					YES
D.1.2.7	>= 99.5%			100.00%					YES
D.1.2.8	>= 99.5%			99.98%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D.1.3.1.1	RNS - RSAG, by TN + 2 sec	2.60	1,838,035	1.59	323,218				YES
D.1.3.1.2	ROS - RSAG, by TN + 2 sec	2.73	10,453	1.59	323,218				YES
D.1.3.2.1	RNS - RSAG, by ADDR + 2 sec	2.76	4,309,734	1.12	248,896				YES
D.1.3.2.2	ROS - RSAG, by ADDR + 2 sec	4.68	961,793	1.12	248,896				YES
D.1.3.3.1	RNS - ATLAS + 2 sec	2.62	829,673	1.22	79,917				YES
D.1.3.3.2	ROS - ATLAS + 2 sec	2.32	358,527	1.22	79,917				YES
D.1.3.4.1	RNS - DSAP + 2 sec	2.54	1,423,166	3.95	201,058				NO
D.1.3.4.2	ROS - DSAP + 2 sec	2.43	378,278	3.95	201,058				NO
D.1.3.5.1	RNS - CRSACTS + 2 sec	3.00	4,655,412	1.10	734,595				YES
D.1.3.5.2	ROS - CRSACTS + 2 sec	2.55	1,501,078	1.10	734,595				YES
D.1.3.6.1	RNS - OASISBIG + 2 sec	3.12	9,055,137	4.16	20,341				NO
D.1.3.6.2	ROS - OASISBIG + 2 sec	3.59	810,321	4.16	20,341				NO
D.1.3.7.1	RNS - OASISBIG + 2 sec	3.12	9,055,137	0.35	41,773				YES
D.1.3.7.2	ROS - OASISBIG + 2 sec	3.59	810,321	0.35	41,773				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D.1.4.1.1	RNS - RSAG, by TN/Region (seconds)	2.60	1,838,035	1.35	419,055				YES
D.1.4.1.2	ROS - RSAG, by TN/Region (seconds)	2.73	10,453	1.35	419,055				YES
D.1.4.2.1	RNS - RSAG, by ADDR/Region (seconds)	2.76	4,309,734	2.30	135,562				YES
D.1.4.2.2	ROS - RSAG, by ADDR/Region (seconds)	4.68	961,793	2.30	135,562				YES
D.1.4.3.1	RNS - ATLAS - ML/HR/Region (seconds)								Diagnostic
D.1.4.3.2	ROS - ATLAS - ML/HR/Region (seconds)								Diagnostic
D.1.4.4.1	RNS - ATLAS - TN/Region (seconds)	2.62	829,673	10.92	10				Diagnostic
D.1.4.4.2	ROS - ATLAS - TN/Region (seconds)	2.32	358,527	10.92	10				Diagnostic
D.1.4.5.1	RNS - DSAP + 2 sec	2.54	1,423,166	1.84	32,522				YES
D.1.4.5.2	ROS - DSAP + 2 sec	2.43	378,278	1.84	32,522				YES
D.1.4.6.1	RNS - CRSACTS + 2 sec	3.00	4,655,412	1.12	20,294				YES
D.1.4.6.2	ROS - CRSACTS + 2 sec	2.55	1,501,078	1.12	20,294				YES
D.1.4.7.1	RNS - CRSACTS + 2 sec	3.00	4,655,412	2.08	1,064,620				YES
D.1.4.7.2	ROS - CRSACTS + 2 sec	2.55	1,501,078	2.08	1,064,620				YES
Operations Support Systems - Maintenance and Repair									

BellSouth Monthly State Summary

Kentucky, October 2002

Benchmark/
Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

Zscore

Equity

Interface Availability - BST	Interface Availability - CLEC	Interface Availability - BST & CLEC
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

Interface Availability - BST	Interface Availability - CLEC	Interface Availability - BST & CLEC
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

Interface Availability - BST	Interface Availability - CLEC	Interface Availability - BST & CLEC
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

>= 99.5%

Interface Availability - BST	Interface Availability - CLEC	Interface Availability - BST & CLEC
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%
OSS-3 TAFI/Region (%)	100.00%	99.97%

Average Response Interval <= 4 Seconds

Average Response Interval <= 10 Seconds

Average Response Interval > 10 Seconds

OSS-4 CRIS/Region (%)	OSS-4 DLETH/Region (%)	OSS-4 DLR/Region (%)	OSS-4 LMOS/Region (%)	OSS-4 LMOSupd/Region (%)	OSS-4 LNP/Region (%)	OSS-4 MARCH/Region (%)	OSS-4 OSPCM/Region (%)	OSS-4 Predictor/Region (%)	OSS-4 SOCS/Region (%)	OSS-4 NIW/Region (%)
96.16%	1.88%	4.25%	99.58%	97.10%	99.69%	29.23%	30.90%	99.82%	84.98%	99.17%
1,812,588	57,768	32,159	1,812,501	1,312,510	1,368,823	6,274	5,488	219,581	59,744	1,812,588
95.83%	2.40%	6.29%	99.56%	96.95%	99.41%	31.28%	21.18%	99.80%	83.62%	99.46%
164,293	1,790	5,816	167,839	94,906	9,254	170	6,046	19,752	5,141	164,293
0.00050	0.00326	0.00287	0.00017	0.00056	0.00059	0.01763	0.03589	0.00031	0.00319	0.00023
6.6027	-1.6013	-7.7043	1.2316	2.6686	4.8544	-1.1594	-23.0061	0.5730	2.6240	-12.3898
NO	YES	YES	YES	NO	NO	YES	NO	YES	NO	YES

Parity w Retail

Parity w Retail

Parity w Retail

Parity w Retail

OSS-4 CRIS/Region (%)

OSS-4 DLETH/Region (%)

OSS-4 DLR/Region (%)

OSS-4 LMOS/Region (%)

OSS-4 LMOSupd/Region (%)

OSS-4 LNP/Region (%)

OSS-4 MARCH/Region (%)

OSS-4 OSPCM/Region (%)

OSS-4 Predictor/Region (%)

OSS-4 SOCS/Region (%)

OSS-4 NIW/Region (%)

OSS-4 NIW/Region (%)

BellSouth Monthly State Summary Kentucky, October 2002

		Collocation - Collocation			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		Average Response Time											
E.1.1.1	C-1	Virtual/KY (calendar days)			<= 20 days			6	1				YES
E.1.1.2	C-1	Physical Caged/KY (calendar days)			<= 30 days								
E.1.1.3	C-1	Physical Cageless/KY (calendar days)			<= 30 days			12	1				YES
		Average Arrangement Time											
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)			<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)			<= 75 days								
E.1.2.3	C-2	Physical Caged/KY (calendar days)			<= 90 days								
E.1.2.4	C-2	Physical Cageless/KY (calendar days)			<= 60 days			56	3				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)			<= 90 days								
		% Due Dates Missed											
E.1.3.1	C-3	Virtual/KY (%)			< 5% missed			0.00%	3				YES
E.1.3.2	C-3	Physical/KY (%)			< 5% missed								

Bellsouth Monthly State Summary Kentucky, October 2002

Benchmark/
Analog

BST
measure

BST
volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

Zscore

Equity

	Benchmark/ Analog	BST measure	BST volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1									
F.1.1.2									
F.1.1.3									
F.1.1.4									
F.1.1.5									
% Flow Through Service Requests - Achieved									
F.1.2.1	Diagnostic			92.41%	421,483				Diagnostic
F.1.2.2	Diagnostic			92.41%	421,483				Diagnostic
F.1.2.3	>= 95%			92.25%	156,734				NO
F.1.2.4	>= 90%			80.65%	4,562				NO
F.1.2.5	>= 85%			92.71%	260,197				YES
% Flow Through Service Requests - LNP									
F.1.3.1	Diagnostic			84.98%	458,344				Diagnostic
F.1.3.2	Diagnostic			84.98%	458,344				Diagnostic
F.1.3.3	>= 85%			85.16%	169,783				Diagnostic
F.1.3.4	Diagnostic			56.88%	6,464				Diagnostic
	Diagnostic			85.51%	282,107				Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1	>= 95% w in 3 bus days			100.00%	2				YES
Loop Makeup Inquiry (Electronic)									
F.2.2	>= 95% w in 1 min			99.43%	176				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	>= 95% w in 5 bus days			100.00%	1				YES
F.3.1.2	>= 95% w in 5 bus days								
Average Speed of Answer									
F.4.1	Parity w Retail			381.65	5,918,398	12.02		44,495	YES
General - Maintenance Center									
Average Answer Time									
F.5.1	Parity w Retail			49.96	2,237,132	25.91		97,289	YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	PBD			3.35					PBD
% Answered in 10 seconds									
F.6.2	PBD			88.10%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	PBD			3.96					PBD
% Answered in 12 seconds									

BellSouth Monthly State Summary Kentucky, October 2002

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	PBD	99.82%	3,412	92.40%					PBD
General - E911									
F.8.1	PBD			0.91	1,929				PBD
F.8.2	PBD			88.94%	129,532				PBD
F.8.3	PBD			100.00%	1,929				PBD
General - Billing									
F.9.1	Parity w Retail	99.82%	3,412	100.00%	29,439	0.00076		-2.3208	YES
F.9.2	Parity w Retail	98.31%	42,021	99.79%	709,247,446	0.00063		-23.5693	YES
F.9.3	Parity w Retail	99.05%	42,021	99.96%	709,247,446	0.00047		-19.2671	YES
F.9.4	Parity w Retail	3.49	42,021	2.07	709,247,446				YES
Recurring Charge Completeness									
F.9.5.1	Parity w Retail	91.35%	\$3,099,829	99.31%	\$95,619	0.00314		-25.3515	YES
F.9.5.2	>= 90%			99.61%	\$137,168				YES
F.9.5.3	>= 90%			95.35%	\$893				YES
Non-Recurring Charge Completeness									
F.9.6.1	Parity w Retail	89.53%	\$4,230,095	99.09%	\$128,020	0.00268		-35.5639	YES
F.9.6.2	>= 90%			99.51%	\$207,664				YES
F.9.6.3	>= 90%			97.67%	\$17,558				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			100.00%	1				YES
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%	20				YES
F.10.7	>= 95% w in 10 days								
F.10.8	>= 95% w in 30 days								

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	>= 95% w in 45 days			100.00%	3				YES
F.10.10	>= 95% w in 10 days			100.00%	12				YES
F.10.11	Diagnostic			41.67%	12				Diagnostic
F.10.12	= 0 Defects								
F.10.13	= 0 Defects								
F.10.14	= 0 Defects								
F.10.15	<= 5%								
F.10.16	>= 95% w in 60 days								
F.10.17	>= 95% w in 60 days								
General - New Business Requests									
F.11.1	>= 90% w in 30 bus days			100.00%	3				YES
F.11.2	>= 90% w in 10 bus days								
F.11.3	>= 90% w in 30 bus days			100.00%	3				YES
F.11.4	>= 90% w in 60 bus days								
General - Ordering									
Acknowledgement Message Timeliness									
F.12.1.1	>= 95% w in 30 min			99.85%	225,057				YES
F.12.1.2	>= 95% w in 30 min			100.00%	488,596				YES
F.12.2.1	100%			99.98%	225,098				NO
F.12.2.2	100%			100.00%	488,596				YES
General - Database Updates									
Average Database Update Interval									
F.13.1.1	PBD			0.39	22				PBD
F.13.1.2	PBD			0.06	27				PBD
F.13.1.3	PBD			4.53	25				PBD
F.13.2.1	>= 95%			100.00%	1,194				YES
F.13.2.2	>= 95%			100.00%	939				YES
F.13.2.3	>= 95%			99.64%	557				YES
F.13.3	100%			100.00%	81				YES

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

F.14.1