BEFORE THE

FLORIDA PUBLIC SERVICE COMMISSON

In Re: Consideration of BellSouth Telecommunications, Inc.'s Entry Into InterLATA Services Pursuant to Section 271 of the of The Federal Telecommunications Act of 1996	))))	Docket No. 960786-TL

REBUTTAL TESTIMONY AND EXHIBITS OF

COLETTE DAVIS

OF COVAD COMMUNICATIONS COMPANY

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Q. Please state your name and business address.

A. My name is Colette Davis. I am the Director of ILEC Relations for Covad Communications for the BellSouth region. My address is 10 Glenlake Parkway, Suite 130, Atlanta, Georgia, 30328.

Q. Please describe your responsibilities at Covad.

A. I am the Director of ILEC Relations for Covad for the BellSouth region. In that capacity, I am involved in the day to day operations of Covad's relationship with BellSouth, Covad's sole supplier of unbundled network elements. I function as the liaison between BellSouth and Covad operations groups in the resolution of operational issues arising from Covad's use of BellSouth's OSS systems, as well as working with its pre-ordering, ordering and provisioning groups and processes. I participate in ensuring that Covad's operational issues are appropriately escalated and addressed by the various BellSouth work groups that effect Covad's ability to be successful in this region, including the CRSG, the CWINS group, the LCSC and Covad's account team.

I am also responsible for coordinating weekly operations conference calls between Covad and BellSouth to resolve specific service effecting issues that arise in Covad's business. I am also one of the individuals representing Covad in the BellSouth Change Control Process, BellSouth Flow-Through Task Force and on various KPMG Third Party OSS testing calls.

Q. Please describe your career prior to joining Covad.

A. Prior to joining Covad in July 2000, I worked at Project Management Services, Inc. ("PMSI") as an Assistant Vice President of Professional Services Division. In that role, I

directed strategic network infrastructure projects for our clients. During my tenure at PMSI, I provided project management services to the BellSouth ADSL network process improvement project. Earlier in my career, I worked 15 years for BellSouth in the Consumer Operations department. In that capacity, I held responsibilities including business office line management, staff support for force management, customer service and carrier services as well as managing consumer projects.

Because of my project management and Operation Support Systems background, my Covad work focuses on managing our OSS needs and ensuring that BellSouth develops the functionalities necessary to enable Covad to successfully compete in this region. Because of my work with other ILECs while at Covad, I gather best practices from around the country and implement them in the BellSouth region, when appropriate.

Q. What is the purpose of your testimony.

A. My testimony offers Covad Communications' perspective on whether BellSouth has fully opened its local markets to competition, as required by the Telecommunications Act. Specifically, I will comment on whether BellSouth has met Checklist Item 4 (non-discriminatory access to loops). Some of Covad's most serious problems are with OSS, particularly the failure of LENS to successfully support pre-ordering and ordering of xDSL and line shared loops, but I understand that those issues are not being addressed in this docket.

CHECKLIST ITEM 4

NONDISCRIMINATORY ACCESS TO LOOPS

Q. In your opinion, what does BellSouth need to do to provide nondiscriminatory access to loops?

A. Basically, BellSouth needs to treat Covad and other ALECs like customers. That is, BellSouth needs to work cooperatively with Covad to develop processes that improve performance by both parties. We need to work collaboratively to get Covad's orders through the BellSouth systems and provisioned in a timely and efficient manner.

Q. How does BellSouth's provisioning of loops effect Covad?

A. Covad's business plan depends upon loop delivery performance by BellSouth as well as in high quality pre-ordering, ordering, repair and maintenance services. As part of my daily work for Covad, I am actively involved in monitoring operational issues and in driving improvement by both Covad and BellSouth.

I. Ongoing Problems Getting Access to Loops

A. The Local Carrier Service Center (LCSC)

Q. What is the function of the LCSC?

A. The LCSC receives all Covad's orders for loops and inputs them into the BellSouth systems. The LCSC also provides the status of Covad's orders.

Q. Given your previous experience at BellSouth, what opinion do you have about how the LCSC is operated?

A. BellSouth does not provide the same level of customer service in the handling of its ALEC customers as it does for its retail customer. There is no automated call routing system to insure that Covad calls to the LCSC are answered in a timely manner. Instead,

Covad agents must call the LCSC center number and let it ring until someone answers. Additionally, the LCSC does not allow LSRs to be emailed by Covad. Also, data from various BellSouth systems is incorrect, inconsistent, and unreliable.

Q. Can you be more specific about what the problems are and how they could be easily remedied by BellSouth?

A. Yes. BellSouth's LCSC should implement an automated call management and routing system to address incoming calls from ALECs, just like BellSouth has on the retail side. Furthermore, BellSouth should no longer require LSR clarifications to be referred to the originating representative who initially put the LSR into clarification. This is inefficient and causes Covad to have to leave messages requesting a call back from the originating BellSouth agent, if the agent happens to be unavailable. Covad's inquiries to the LCSC should be resolved with a single call.

Additionally, BellSouth's LCSC does not allow ALECs to submit orders via email and should transmit LSRs, clarifications, jeopardy notices, etc. by email rather than by facsimile. Even though Covad is implementing electronic ordering, Covad cannot order all types of loops electronically so manual processes must still be used. Similarly, this process effects Covad's electronic orders that fall out for manual handling. These should be managed by email rather than facsimile. BellSouth's CRSG utilizes email for similar processes.

Finally, BellSouth does not have a single source of accurate data for ALEC orders. Order status information is housed in a variety of databases such as CSOTS, CPSS,

COSMOS/SWITCH report, and the PON status report. This impacts Covad's ability to issue and status orders correctly and efficiently. In addition, the systems and reports to status orders, PON status reports, CSOTs, and CPSS contain conflicting information. BellSouth must provide a solution to eliminate the duplicate systems to status orders and a process to ensure that the data is accurate and complete.

Q. How does this effect BellSouth's ability to provide nondiscriminatory access to loops?

A. It makes it virtually impossible. BellSouth's retail order administration operations are run in a far more streamlined and efficient manner. Furthermore, many of the changes I list above have been repeatedly requested by ALECs, but BellSouth refuses to do what is necessary to provide ALECs with a meaningful opportunity to compete.

B. Stand Alone Loop Provisioning

Q. Does Covad continue to have significant problems with getting BellSouth to provision stand alone loops, including the UDC/IDSL loops and ADSL, HDSL and UCL loops?

A. Yes. One third of Covad's stand alone loop orders are for UDC/IDSL loops. BellSouth continues to have problems provisioning these loops, which Covad has determined is due to (1) incomplete line card information on the work order; and (2) lack of training of BellSouth technicians regarding testing, changing and setting line cards.

All Covad needs for its IDSL service is a functional, technically compliant ISDN loop for its IDSL service. As a result of litigation before this Commission, BellSouth developed a

new loop product called the UDC/IDSL compatible loop to insure that these loops were provisioned to support IDSL. Before BellSouth had a separate loop for IDSL service, Covad ordered ISDN loops for its IDSL service. Covad has more than 3000 of those loops, identified in BellSouth's records as ISDN loops. BellSouth has threatened that those customers may go into trouble at any time, when BellSouth does an outside plant rearrangement. To prevent that, BellSouth sought to charge Covad an exorbitant amount of money for what amounts to nothing more than a simple record change so that Covad's loops are all listed as UDC/IDSL loops. This illustrates the type of treatment Covad routinely experiences. BellSouth has a problem in its records, but expects Covad to pay to fix it or run the risk of customer service interruption. I do not believe BellSouth treats its own retail customers in that way.

Q. Are there other problems with these loops?

A. Yes. As discussed further below, BellSouth's April performance data indicates that ALECs experiences 20% repeat troubles within 30 days on these loops for nondispatch and 9% for dispatch. BellSouth obviously needs to improve training on these loops.

Q. Are there additional problems with BellSouth's provisioning of loops?

A. Yes. The following example illustrates the fact the BellSouth routinely makes unilateral process changes that negatively effect ALECs. When a BellSouth technician misses an appointment for any reason (BellSouth caused, Covad caused or end-user caused), Covad has only 5 days to submit a supplemental order or BellSouth cancels the order. This interval was 10 business days until BellSouth unilaterally changed the interval on April 5, 2001. This change in the process means Covad runs the risk that more loop orders will

be cancelled, and have to be resubmitted. It simply makes it harder for Covad's order administration group to effectively manage orders.

Q. Have you asked for this process interval to be changed back to 10 days?

A. Yes. But BellSouth says we have to take our request to Change Control, even though BellSouth did not submit its reduction of the interval to Change Control. That's plain discriminatory.

Q. Has Covad experienced other problems with BellSouth loop provisioning that makes it difficult to compete?

A. Yes. BellSouth often causes Covad's customers to lose service. I do not mean to imply that this is done intentionally, but it does happen. For example, if BellSouth is performing an outside plant upgrade, BellSouth may take one or several Covad customers out of service without knowing. Also, we also experience problems with "stealing pairs." Here's what happens. BellSouth field technicians may be out on a job and find a bad pair. While looking for a good pair at the cross box, the technician takes facilities assigned to Covad customers and uses them for BellSouth customers. This happens because DSL loops do not have a dial tone. Thus, when BellSouth technicians test the loop for dial tone (to determine if it is spare), they may select a Covad loop to use when no tone is found. As a result, Covad customer's transmission is destroyed. These types of things happen all the time and part of my job is to run escalations on them. I think some of these things could be cured by better training. We have also asked BellSouth to put in place a trouble resolution process for loop problems that result from BellSouth's actions.

Q. Is BellSouth willing to put such a system in place?

A. Not so far.

C. Provisioning of Line Sharing

Q. How are the BellSouth systems set up to notify Covad that a line shared loop has been provisioned?

A. Essentially, the BellSouth systems are designed to automatically complete a line shared order on the loop delivery due date -- the date BellSouth provides for completion of the order on the FOC. Thus, BellSouth's systems may reflect that a line shared order has been completed, even when the actual cross connection work has not been done in the central office to provision a line shared loop. Covad has raised this issue with BellSouth on numerous occasions and it is an issue in Covad's ongoing arbitration with BellSouth in several states. Thus, the BellSouth systems may generate reports that the line shared order has been completed, without any confirmation that the appropriate cross connection work has been done in the central office. This "auto-complete" aspect of line sharing makes data generated for Missed Installation Appointments for line shared loops from the BellSouth systems highly questionable. To get accurate and complete order status information, Covad must check the COSMOS/SWITCH report, which was only updated 3 times a week until very recently.

BellSouth has also said it has put in place a manual process to try to insure the auto-completions do not generate incorrect service completion notices from BellSouth. We do not yet know if that manual system will be successful. Moreover, as even BellSouth

must acknowledge, if that system fails, erroneous service order completion notices will be generated to Covad.

Q. Why is this a problem?

A. We depend on accurate order information to schedule work on the Covad side and to notify customers about when their DSL will be working.

Q. What has Covad asked for in terms of accurate completion notices?

A. Until BellSouth's systems function as they should, Covad has asked BellSouth to provide Covad with a list of line sharing orders completed the day before so that Covad can be assured that the cross connection work in the central office has been completed. BellSouth has refused this request.

Q. Are there other provisioning problems with line sharing?

A. We continue to get reports that Covad line sharing orders are not flowing through to the central office technician to complete the cross connects. This problem causes orders to show completed in systems but the work has actually not be done. BellSouth has said this problem has been addressed by requiring manual intervention, but we believe the problem still exists.

Q. Why are these issues significant?

A. From a parity standpoint, it is impossible to believe that BellSouth has provisioned over 300,000 residential ADSL lines with the same types of processes ALECs have to use to get line sharing. Something is working on the BellSouth side that is just not working on the ALEC side.

II. BellSouth Reported Data

Q. How can BellSouth's performance in these areas be measured?

A. BellSouth has filed what's called its BellSouth Monthly State Summary, for Florida for April 2001. [Attached as Exhibit 1 to my testimony, hereafter "Florida State Summary"] Although this may seem like old data, BellSouth collects data during the reporting period (April 2001), and takes at least 30 days to post that data (in this case, May 30). BellSouth has not posted a Monthly State Summary on May 2001 data (which should have been available on June 30). This summary reports BellSouth's performance and compares it to the aggregate of BellSouth's performance for ALECs. For Florida, BellSouth filed its report apparently using the Georgia Performance Measurements benchmarks and/or analogs ordered by that Commission in January 2001. Covad believes that the best way to evaluate BellSouth's performance is to compare BellSouth's reported performance data to Covad's internal data.

Nonetheless, BellSouth has not reported sufficient data on its performance for Covad to enable such an evaluation. BellSouth has filed a Monthly State Summary for April 2001, which reports BellSouth performance by specific loop type (xDSL, line sharing, ISDN, etc.) and compares it to the ALEC aggregate performance on the same specific loop types. However, for that same month, BellSouth has not reported Covad specific data by specific loop type (xDSL, line sharing, ISDN, etc.). Thus, Covad cannot take internal data, compare it to BellSouth reported data for Covad specifically, and then compare all that data to the appropriate retail analogs or benchmarks. In contrast, BellSouth did report disaggregated Covad specific data for May 2001, but has not yet filed a Monthly

State Summary for that period. Thus, we cannot compare Covad specific disaggregated data to BellSouth performance. That cannot be an accident.

My testimony will discuss the BellSouth performance for ALECs together in Florida with respect to a number of measurements critical to success for Covad in this state.

A. Order Completion Interval (P-4)

Q. What does Order Completion Interval (metric P-4) measure?

A. It measures the interval from BellSouth's issuance of a Firm Order Confirmation to Covad until BellSouth completes the service order.

Q. What results did BellSouth report for line shared loops?

A. For line shared loops, BellSouth uses "ADSL provided to Retail" as the retail analog. Superficially, that seems to be the correct analog. However, Covad understands that BellSouth has two different products that may be included in "ADSL provided to Retail:" One is a business product that includes data transmission guarantees and requires a dispatch to the customer premise 100% of the time; the second is BellSouth's residential ADSL offering that does not entail a dispatch the vast majority of the time. Until BellSouth separates out these types of different product offerings, the "ADSL provided to Retail" analog will be inappropriate for the purposes of comparison.

Moreover, even if "ADSL provided to Retail" only included BellSouth's residential offering, it is not clear how BellSouth calculated the interval. BellSouth reported that it provisioned 2,644 retail ADSL loops in an average of 9.21 days [Ex. 1, Florida State

Summary, p.15] In Georgia 271 Comments, BellSouth stated, "[T]he OCI measurement records the time from the generation of a service order until the BellSouth technician installs the loop at the network interface and checks to ensure that the loop meets all the electrical requirements for a line shared loop. At that point the order is considered complete for both the ALEC and the BellSouth retail customer." [Performance Measurements: Reply Affidavit of William N. Stacy, filed July 16, 2001, p.72]

This statement is incorrect for two reasons. First, for Covad's line shared orders, BellSouth does not dispatch a technician to the network interface devise (at the customer's premise). All of BellSouth's work is done in the central office. Second, it was our understanding that BellSouth did not dispatch a technician to its customer's premise on the vast majority of its residential ADSL loops, which also use line sharing. BellSouth's recent Investor News makes this clear: "Over 90% of new residential DSL customers are opting for self-install, and about 75% successfully install it **-- reducing the need for a home visit**." [Ex. 2, BellSouth Investor News, dated April 16, 2001] Essentially, BellSouth performs the necessary work to provision the ADSL service, then sends a kit to the end-user to install. Then the customer removes the routers, filters and performs some very simple installation work. Because there is no truck roll, there is no definitive service order completion date. Thus, BellSouth's data may mean that it performed the work for its own ADSL service in 9.21 days or it may mean that this interval includes any end-user caused delays (for example, if the end-user failed to install the ADSL kit immediately upon receiving it). Therefore, how BellSouth represents this data is a "best guess" on how long it took to provision ADSL to Retail. Either way,

BellSouth's data on its own Order Completion Interval remains highly suspicious. For this reason, Covad has argued that BellSouth's performance must be measured against a benchmark, rather than a retail analog.

Until these problems with how the data is captured (residential v. business ADSL for retail) and how the interval is measured are resolved, it is impossible for BellSouth to rely on the Order Completion Interval metric to prove that it is providing nondiscriminatory service to ALECs in Florida.

B. Percent Orders in Jeopardy -- Non-Mechanized (P-2)

Q. What is this measurement?

A. Percent Orders in Jeopardy measures the percentage of orders given jeopardy notices for any reason, including facilities problems, orders problems, etc. in the month. This is important to Covad because Covad has had ongoing problems resolving facilities issues in a timely way. By measuring the percentage of orders that are given jeopardy notices, we can assess the percentage of orders that are delayed for facility reasons. Moreover, comparison of the ALEC aggregate numbers to the comparable BellSouth numbers helps identify whether BellSouth somehow "finds" more facilities for its own retail customers than it "finds" for Covad and other ALECs.

Q. How did BellSouth perform, according it its Monthly State Summary?

A. For non-mechanized orders, BellSouth reported no BellSouth retail information for this metric. That likely results from the fact that BellSouth uses virtually all automated systems, while ALECs wait for BellSouth to upgrade interfaces to support many of its products. For mechanized orders with jeopardy status, BellSouth reports 6% of 50

orders. [Ex. 1, Florida State Summary, p. 18] Nonetheless, BellSouth's report indicates that 12% of all ALEC orders for xDSL loops (which includes ADSL, HDSL, and UCL) were held in jeopardy status. [Ex. 1, Florida State Summary, p. 18] Likewise, BellSouth reported that 35% of ALEC orders for ISDN (which Covad uses for its IDSL service) were held in jeopardy status. This represents huge numbers of problems faced by competitors. In Covad's experience, a large number those are facilities problems. But whatever the situation, for some reason, an ALEC order was placed into jeopardy far more often than a BellSouth order. Jeopardies often require manual intervention -- time and effort on behalf of both the ALEC and BellSouth. The data suggests no specific reason explaining the high jeopardy numbers, but there is some problem on the ALEC side that BellSouth seems to have cured on the retail side. This Commission should carefully assess whether BellSouth is treating ALECs in a nondiscriminatory fashion, when 12% of xDSL loop orders and 35% of ISDN loop orders are put into a jeopardy status.

C. Percent Provisioning Troubles Within 30 days (P-9)

Q. Please describe why this is an important measurement of BellSouth performance.

A. Percent Provisioning Troubles Within 30 Days measures the percent of trouble reports filed for xDSL loops within 30 days of installation. Generally, this metric assesses the quality of the installation of an xDSL loop, since loop quality is an essential aspect of non-discriminatory loop provisioning. In the *SWBT Texas 271 Order,* the FCC found two important reasons why measurement of trouble tickets within 30 days is important for determining checklist compliance. First, trouble reports within 30 days are

"indicative of the quality of network components supplied by the incumbent LEC."[1] Second, the FCC concluded that advanced services customers that experience substantial troubles in the period following installation of an xDSL-capable loop are unlikely to remain with a competing carrier.[2]

Q. How did BellSouth perform under this measurement?

A. BellSouth reported that 3.09% of ALEC stand alone xDSL loops had troubles within 30 days of installation. At the same time, BellSouth reported that its own performance for ADSL to Retail was 0.00% troubles within 30 days. [Ex. 1, Florida State Summary, p. 22] Similarly, for ISDN loops, BellSouth reported 0.00% troubles within 30 days for retail while ALECs experience 4.70% troubles. Thus, ALECs experience significantly more problems with the quality of BellSouth's network elements than do BellSouth's own retail customers.

D. Missed Installation Appointments (P-3)

Q. How does BellSouth measure missed installation appointments when it provisions line shared loops to Covad?

A. BellSouth reports a 0.00% (dispatch) and 0.00% (non dispatch) missed installation appointments for line shared loops provided to ALECs in Florida. [Ex. 1, Florida State Summary, p. 21] Covad believes that data is incorrect. First, BellSouth has an ongoing problem with the accuracy of its service order completions for line shared loops. As I mentioned above in my discussion of line sharing, BellSouth's systems and their auto-complete function make this metric wholly unreliable.

[1] *SWBT Texas 271 Order*, ¶ 299.
[2] *Id.*

E. Customer Trouble Report Rate (M&R 2)

Q. What is Customer Trouble Report Rate?

A. This metric measures the percentage of ALEC orders experiencing any trouble during the reporting month. [Ex. 1, Florida State Summary, p. 30] This metric signifies overall performance offered to ALECs by BellSouth in Florida. For line shared loops provisioned to ALECs, BellSouth must provide performance analogous to its performance for ADSL provided to retail. BellSouth's State Summary for Florida demonstrates that for non dispatch line sharing orders (which all the Covad orders are), the ALEC customer trouble rate is higher than BellSouth's retail trouble report rate – 3.02% for ALECs, but only 1.92% for BellSouth. BellSouth's report on M&R 2 demonstrates lack of parity performance for ALECs.

F. Percent Repeat Troubles Within 30 Days (M&R-4)

Q. What is Percent Repeat Troubles Within 30 Days?

A. This measures the closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days.

Q. What are the results of this metric?

A. Again, BellSouth provides better service to its retail customers than it does to ALECs. For stand alone xDSL loops, 3.47% of BellSouth's end users experienced repeat troubles. For the ALECs, that number is 5.77% for dispatched orders and 9.09% for non-dispatched orders. For ISDN lines, BellSouth reports 18.68% for itself, and 20.00% for dispatched ALECs orders. Line shared loops reflect the greatest difference: 3.47% repeat troubles for BellSouth's end users and 23.81% for ALECs. [Ex. 1, Florida State

Summary, p. 31] Again, the quality of service provided to the ALEC ordering line shared loops is reflected in the customer report rates and repeat trouble report rates as compared to BellSouth's retail performance. This is another metric wherein BellSouth does not provide parity performance between its retail customers and ALECs.

G. Loop Makeup Inquiry (Manual) (PO-1)

Q. What is Loop Makeup?

A. Loop Makeup is what the ALECs order from BellSouth to determine if the loop will support DSL service.

Q. How did BellSouth perform for the month of April 2001?

The benchmark BellSouth needs to meet is to return loop makeup on greater than or equal to 95% of the loops ordered within 3 business days. BellSouth failed to deliver loop makeup on time. On 68 ALEC orders, BellSouth only returned 93.00% within 3 business days. [Ex. 1, Florida State Summary, p. 38]

Q. What conclusion should the Commission draw from the BellSouth reported data you've just summarized?

A. As I understand it, this proceeding provides the Commission with an opportunity to review the state of competition in Florida and to determine whether BellSouth has provided ALECs with a meaningful opportunity to compete here. My testimony only discusses a few performance metrics that give a glimpse of the type of performance Covad and other ALECs receive from BellSouth. In the areas Percent of Orders in Jeopardy, and Percent Provisioning Troubles Within 30 Days, BellSouth performs far better for its retail operations than for ALECs. Furthermore, reviewing the data reported

for Customer Trouble Report Rate and Percent Repeat Troubles within 30 Days reveals that BellSouth's performance for ALECs is poor. As ALECs in Florida struggle to find a foothold in the marketplace, BellSouth's performance in delivering loops continues to pose a significant obstacle to successful competition in Florida. Before BellSouth is permitted to win 271 approval, this Commission must first ensure that the BellSouth sponsored obstacle to competition has been eliminated.

H. Percent Flow Through (O-3)

Q. How does the Percent Flow Through affect how Covad is able to serve customer's in Florida?

A. I do not have full understanding of this metric, however, based on my experience with systems, the main objective of "flow-through" is to submit a customer request so that it flows through from the initial order to the completion notice without have any manual intervention. The benchmark reported for UNE/Region is greater than or = to 85% of the UNE orders should achieve Flow-Through. The orders for ALECs achieved 79.25% of Flow-Through. [Ex. 1, Florida State Summary, p. 31] . Therefore, this metric fails the test. Covad customers are impacted when their service requests are delayed because it takes so much up front time to get an LSR correct. Covad has implemented LENs for xDSL and Line Share ordering. Covad has found that the LENS system performance as well as documented functionality that does not work has greatly impacted our ability to pass flow-through orders. The personnel support at BellSouth to aid in our problem solving on Flow-through errors attributed to order generation does to exist. It again creates a cumbersome process by which we must place our mechanized orders. The

BellSouth Retail organizations have ordering systems with complex front-end editing routines which allow for a high degree of flow-through. Why should our customer orders be delayed because BellSouth has provided the ALECs insufficient documentation and extensive up-front editing systems for ordering. The BellSouth Ordering Gateways provided to the ALECs are plagued with defective functionality which are counterproductive to having flow-through of orders achieved.

Q. Does this conclude your testimony.

A. Yes.

BellSouth Monthly State Summary

Florida, April 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering											
	% Rejected Service Requests - Mechanized											
A111	O-7	Residence/FL (%)		Diagnostic			13.66%	34,922				Diagnostic
A112	O-7	Business/FL (%)		Diagnostic			22.10%	2,792				Diagnostic
A113	O-7	Design (Specials)/FL (%)		Diagnostic			0.00%	1				Diagnostic
A114	O-7	PBX/FL (%)		Diagnostic			100.00%	1				Diagnostic
A115	O-7	Centrex/FL (%)		Diagnostic								Diagnostic
A116	O-7	ISDN/FL (%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized											
A121	O-7	Residence/FL (%)		Diagnostic			33.50%	7,710				Diagnostic
A122	O-7	Business/FL (%)		Diagnostic			39.61%	2,310				Diagnostic
A123	O-7	Design (Specials)/FL (%)		Diagnostic			33.33%	6				Diagnostic
A124	O-7	PBX/FL (%)		Diagnostic			0.00%	1				Diagnostic
A125	O-7	Centrex/FL (%)		Diagnostic								Diagnostic
A.126	O-7	ISDN/FL (%)		Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized											
A131	O-7	Residence/FL (%)		Diagnostic			43.02%	258				Diagnostic
A13.2	O-7	Business/FL (%)		Diagnostic			38.14%	784				Diagnostic
A133	O-7	Design (Specials)/FL (%)		Diagnostic			53.45%	116				Diagnostic
A134	O-7	PBX/FL (%)		Diagnostic								Diagnostic
A135	O-7	Centrex/FL (%)		Diagnostic			53.57%	28				Diagnostic
A136	O-7	ISDN/FL (%)		Diagnostic								Diagnostic
	Reject Interval - Mechanized											
A141	O-8	Residence/FL (%)		>= 97% w in 1 hr			96.23%	4,772				NO
A142	O-8	Business/FL (%)		>= 97% w in 1 hr			97.89%	617				YES
A143	O-8	Design (Specials)/FL (%)		>= 97% w in 1 hr								
A144	O-8	PBX/FL (%)		>= 97% w in 1 hr			0.00%	1				NO
A145	O-8	Centrex/FL (%)		>= 97% w in 1 hr								
A146	O-8	ISDN/FL (%)		>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 24 hours											
A151	O-8	Residence/FL (%)		>= 85% w in 24 hrs			98.03%	2,583				YES
A152	O-8	Business/FL (%)		>= 85% w in 24 hrs			97.70%	915				YES
A153	O-8	Design (Specials)/FL (%)		>= 85% w in 24 hrs			100.00%	2				YES
A154	O-8	PBX/FL (%)		>= 85% w in 24 hrs								
A155	O-8	Centrex/FL (%)		>= 85% w in 24 hrs								
A156	O-8	ISDN/FL (%)		>= 85% w in 24 hrs								
	Reject Interval - Non-Mechanized											
A.181	O-8	Residence/FL (%)		>= 85% w in 24 hrs			96.40%	111				YES
A182	O-8	Business/FL (%)		>= 85% w in 24 hrs			97.66%	299				YES
A183	O-8	Design (Specials)/FL (%)		>= 85% w in 24 hrs			69.35%	62				NO
A184	O-8	PBX/FL (%)		>= 85% w in 24 hrs								
A185	O-8	Centrex/FL (%)		>= 85% w in 24 hrs			86.67%	15				YES
A186	O-8	ISDN/FL (%)		>= 85% w in 24 hrs								
	FOC Timeliness - Mechanized											
A191	O-9	Residence/FL (%)		>= 95% w in 3 hrs			98.78%	29,497				YES
A192	O-9	Business/FL (%)		>= 95% w in 3 hrs			97.11%	1,869				YES
A193	O-9	Design (Specials)/FL (%)		>= 95% w in 3 hrs								
A194	O-9	PBX/ N/A/FL (%)		>= 95% w in 3 hrs								
A195	O-9	Centrex/FL (%)		>= 95% w in 3 hrs								
A196	O-9	ISDN/FL (%)		>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized											
A1101	O-9	Residence/FL (%)		>= 85% w in 36 hrs			98.84%	5,540				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 1 10 2	O-9	Business/FL (%)	>= 85% w in 36 hrs			98 67%	1,583				YES
A 1 10 3	O-9	Design (Specials)/FL (%)	>= 85% w in 36 hrs			100 00%	4				YES
A 1 10 4	O-9	PBX/FL (%)	>= 85% w in 36 hrs			77 27%	22				NO
A 1 10 5	O-9	Centrex/FL (%)	>= 85% w in 36 hrs								
A 1 10 6	O-9	ISDN/FL (%)	>= 85% w in 36 hrs			100.00%	9				YES
		FOC Timeliness - Non-Mechanized									
A 1 13 1	O-9	Residence/FL (%)	>= 85% w in 36 hrs			96 88%	192				YES
A 1 13 2	O-9	Business/FL (%)	>= 85% w in 36 hrs			98 56%	485				YES
A 1 13 3	O-9	Design (Specials)/FL (%)	>= 85% w in 36 hrs			85 57%	97				YES
A 1 13 4	O-9	PBX/FL (%)	>= 85% w in 36 hrs			93 26%	89				YES
A 1 13 5	O-9	Centrex/FL (%)	>= 85% w in 36 hrs			83 33%	18				NO
A 1 13 6	O-9	ISDN/FL (%)	>= 85% w in 36 hrs			94 12%	17				YES
		FOC & Reject Response Completeness - Mechanized									
A 1 14 1	O-11	Residence/FL (%)	>= 95%			97 71%	34,922				YES
A 1 14 2	O-11	Business/FL (%)	>= 95%			87 71%	2,792				NO
A 1 14 3	O-11	Design (Specials)/FL (%)	>= 95%			0 00%	1				NO
A 1 14 4	O-11	PBX/FL (%)	>= 95%								
A 1 14 5	O-11	Centrex/FL (%)	>= 95%								
A 1 14 6	O-11	ISDN/FL (%)	>= 95%								
		FOC & Reject Response Completeness - Partially Mechanized									
A 1 15 1	O-11	Residence/FL (%)	>= 95%			100 00%	7,710				YES
A 1 15 2	O-11	Business/FL (%)	>= 95%			100 00%	2,310				YES
A 1 15 3	O-11	Design (Specials)/FL (%)	>= 95%			100 00%	6				YES
A 1 15 4	O-11	PBX/FL (%)	>= 95%			100.00%	1				YES
A 1 15 5	O-11	Centrex/FL (%)	>= 95%								
A 1 15 6	O-11	ISDN/FL (%)	>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized									
A 1 16 1	O-11	Residence/FL (%)	>= 95%								
A 1 16 2	O-11	Business/FL (%)	>= 95%								
A 1 16 3	O-11	Design (Specials)/FL (%)	>= 95%								
A 1 16 4	O-11	PBX/FL (%)	>= 95%								
A 1 16 5	O-11	Centrex/FL (%)	>= 95%								
A 1 16 6	O-11	ISDN/FL (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A 1 17 1	O-11	Residence/FL (%)	>= 95%			100 00%	34,123				YES
A 1 17 2	O-11	Business/FL (%)	>= 95%			100 00%	2,449				YES
A 1 17 3	O-11	Design (Specials)/FL (%)	>= 95%			0 00%	0				NO
A 1 17 4	O-11	PBX/FL (%)	>= 95%								
A 1 17 5	O-11	Centrex/FL (%)	>= 95%								
A 1 17 6	O-11	ISDN/FL (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A 1 18 1	O-11	Residence/FL (%)	>= 95%			93 10%	7,710				NO
A 1 18 2	O-11	Business/FL (%)	>= 95%			91 04%	2,310				NO
A 1 18 3	O-11	Design (Specials)/FL (%)	>= 95%			100 00%	6				YES
A 1 18 4	O-11	PBX/FL (%)	>= 95%			100 00%	1				YES
A 1 18 5	O-11	Centrex/FL (%)	>= 95%								
A 1 18 6	O-11	ISDN/FL (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A 1 19 1	O-11	Residence/FL (%)	>= 95%								
A 1 19 2	O-11	Business/FL (%)	>= 95%								
A 1 19 3	O-11	Design (Specials)/FL (%)	>= 95%								
A 1 19 4	O-11	PBX/FL (%)	>= 95%								
A 1 19 5	O-11	Centrex/FL (%)	>= 95%								
A 1 19 6	O-11	ISDN/FL (%)	>= 95%								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Provisioning											
		Order Completion Interval									
A21111	P-4	Residence/<10 circuits/Dispatch/FL (days)	Res	5 54	39,859	4 85	1,727	9 089	0 22340	3 0961	YES
A21112	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	Res	0 99	632,596	1 65	24,973	2 578	0 01663	-39 9925	NO
A21121	P-4	Residence/>=10 circuits/Dispatch/FL (days)	Res	5 30	72	3 80	5	4 248	1 96481	0 7615	YES
A21122	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res								
A21211	P-4	Business/<10 circuits/Dispatch/FL (days)	Bus	4 42	47,026	4 77	506	8 315	0 37164	-0 9455	YES
A21212	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	Bus	1 71	54,057	1 44	3,582	7 181	0 12390	2 2034	YES
A21221	P-4	Business/>=10 circuits/Dispatch/FL (days)	Bus	12 99	353	5 00	8	20 249	7 23963	1 1031	YES
A21222	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus	2 69	75	4 92	4	4 589	2 35494	-0 9454	YES
A21311	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design	21 19	7,560	15 44	25	23 363	4 68030	1 2284	YES
A21312	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design	12 49	528	7 04	37	13 842	2 35399	2 3172	YES
A21321	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design	14 00	1	6 00	1				
A21322	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design			1 43	7				
A21411	P-4	PBX/<10 circuits/Dispatch/FL (days)	PBX	16 03	104	12 38	8	17 631	6 46870	0 5648	YES
A21412	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX	6 51	426	3 60	39	16 422	2 74733	1 0607	YES
A21421	P-4	PBX/>=10 circuits/Dispatch/FL (days)	PBX	7 17	2			9 666			
A21422	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX	2 58	59	4 50	6	4 928	2 11163	-0 9089	YES
A21511	P-4	Centrex/<10 circuits/Dispatch/FL (days)	Centrex	10 75	622			21 019			
A21512	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex	2 62	1,407	5 17	38	6 374	1 04779	-2 4316	NO
A21521	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex	10 65	20			13 287			
A21522	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex	7 49	84	4 22	6	19 617	8 28970	0 3944	YES
A21611	P-4	ISDN/<10 circuits/Dispatch/FL (days)	ISDN	13.00	6			3 521			
A21612	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN	2 67	19	1 00	2	2 847	2 11644	0 7868	YES
A21621	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN								
A21622	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN								
		Held Orders									
A22111	P-1	Residence/<10 circuits/Facility/FL (days)	Res	40 10	1,430	42 63	16				
A22112	P-1	Residence/<10 circuits/Equipment/FL (days)	Res								
A22113	P-1	Residence/<10 circuits/Other/FL (days)	Res	18 99	88	13 00	1				
A22121	P-1	Residence/>=10 circuits/Facility/FL (days)	Res								
A22122	P-1	Residence/>=10 circuits/Equipment/FL (days)	Res								
A22123	P-1	Residence/>=10 circuits/Other/FL (days)	Res								
A22211	P-1	Business/<10 circuits/Facility/FL (days)	Bus	22 86	253	16 38	8				
A22212	P-1	Business/<10 circuits/Equipment/FL (days)	Bus	11 00	1						
A22213	P-1	Business/<10 circuits/Other/FL (days)	Bus	22 64	28	130 00	1				
A22221	P-1	Business/>=10 circuits/Facility/FL (days)	Bus	13 50	6						
A22222	P-1	Business/>=10 circuits/Equipment/FL (days)	Bus								
A22223	P-1	Business/>=10 circuits/Other/FL (days)	Bus								
A22311	P-1	Design (Specials)/<10 circuits/Facility/FL (days)	Design	47 69	16						
A22312	P-1	Design (Specials)/<10 circuits/Equipment/FL (days)	Design								
A22313	P-1	Design (Specials)/<10 circuits/Other/FL (days)	Design	61 97	31						
A22321	P-1	Design (Specials)/>=10 circuits/Facility/FL (days)	Design								
A22322	P-1	Design (Specials)/>=10 circuits/Equipment/FL (days)	Design								
A22323	P-1	Design (Specials)/>=10 circuits/Other/FL (days)	Design								
A22411	P-1	PBX/<10 circuits/Facility/FL (days)	PBX	29.00	1						
A22412	P-1	PBX/<10 circuits/Equipment/FL (days)	PBX								
A22413	P-1	PBX/<10 circuits/Other/FL (days)	PBX	62 00	1						
A22421	P-1	PBX/>=10 circuits/Facility/FL (days)	PBX								
A22422	P-1	PBX/>=10 circuits/Equipment/FL (days)	PBX								
A22423	P-1	PBX/>=10 circuits/Other/FL (days)	PBX	20 00	1						
A22511	P-1	Centrex/<10 circuits/Facility/FL (days)	Centrex	7 90	10						
A22512	P-1	Centrex/<10 circuits/Equipment/FL (days)	Centrex								
A22513	P-1	Centrex/<10 circuits/Other/FL (days)	Centrex								
A22521	P-1	Centrex/>=10 circuits/Facility/FL (days)	Centrex	22 00	1						
A22522	P-1	Centrex/>=10 circuits/Equipment/FL (days)	Centrex								
A22523	P-1	Centrex/>=10 circuits/Other/FL (days)	Centrex								
A22611	P-1	ISDN/<10 circuits/Facility/FL (days)	ISDN								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A22612	P-1	ISDN/<10 circuits/Equipment/FL (days)	ISDN								
A22613	P-1	ISDN/<10 circuits/Other/FL (days)	ISDN								
A22621	P-1	ISDN/>=10 circuits/Facility/FL (days)	ISDN								
A22622	P-1	ISDN/>=10 circuits/Equipment/FL (days)	ISDN								
A22623	P-1	ISDN/>=10 circuits/Other/FL (days)	ISDN								
		% Jeopardies - Mechanized									
A241	P-2	Residence/FL (%)	Res	0 92%	769,678	0 46%	29,418		0.00057	8 1673	YES
A242	P-2	Business/FL (%)	Bus	1 60%	105,813	0 88%	5,355		0 00176	4 0973	YES
A243	P-2	Design (Specials)/FL (%)	Design	22 35%	8,644	6 47%	139		0 03562	4 4573	YES
A244	P-2	PBX/FL (%)	PBX	4 53%	640	0 00%	58		0 02852	1 5887	YES
A245	P-2	Centrex/FL (%)	Centrex	4 29%	2,147	0 00%	45		0 03050	1 4047	YES
A246	P-2	ISDN/FL (%)	ISDN	3 45%	29	0 00%	3		0 11066	0 3116	YES
		% Jeopardies - Non-Mechanized									
A251	P-2	Residence/FL (%)	Diagnostic								
A252	P-2	Business/FL (%)	Diagnostic								
A253	P-2	Design (Specials)/FL (%)	Diagnostic								
A254	P-2	PBX/FL (%)	Diagnostic								
A255	P-2	Centrex/FL (%)	Diagnostic								
A256	P-2	ISDN/FL (%)	Diagnostic								
		Average Jeopardy Notice Interval - Mechanized									
A271	P-2	Residence/FL (hours)	>= 48 hrs			280 89	135				YES
A272	P-2	Business/FL (hours)	>= 48 hrs			409 02	47				YES
A273	P-2	Design (Specials)/FL (hours)	>= 48 hrs			426 67	9				YES
A274	P-2	PBX/FL (hours)	>= 48 hrs								
A275	P-2	Centrex/FL (hours)	>= 48 hrs								
A276	P-2	ISDN/FL (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A281	P-2	Residence/FL (hours)	Diagnostic								
A282	P-2	Business/FL (hours)	Diagnostic								
A283	P-2	Design (Specials)/FL (hours)	Diagnostic								
A284	P-2	PBX/FL (hours)	Diagnostic								
A285	P-2	Centrex/FL (hours)	Diagnostic								
A286	P-2	ISDN/FL (hours)	Diagnostic								
		% Jeopardy Notice >= 48 hours - Mechanized									
A291	P-2	Residence/FL (%)	95% >= 48 hrs								
A292	P-2	Business/FL (%)	95% >= 48 hrs								
A293	P-2	Design (Specials)/FL (%)	95% >= 48 hrs								
A294	P-2	PBX/FL (%)	95% >= 48 hrs								
A295	P-2	Centrex/FL (%)	95% >= 48 hrs								
A296	P-2	ISDN/FL (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A2101	P-2	Residence/FL (%)	Diagnostic								
A2102	P-2	Business/FL (%)	Diagnostic								
A2103	P-2	Design (Specials)/FL (%)	Diagnostic								
A2104	P-2	PBX/FL (%)	Diagnostic								
A2105	P-2	Centrex/FL (%)	Diagnostic								
A2106	P-2	ISDN/FL (%)	Diagnostic								
		% Missed Installation Appointments									
A211111	P-3	Residence/<10 circuits/Dispatch/FL (%)	Res	7 47%	63,185	4 25%	2,002		0 00597	5 3962	YES
A211112	P-3	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	0 04%	705,660	0 05%	27,342		0.00012	-0 8218	YES
A211121	P-3	Residence/>=10 circuits/Dispatch/FL (%)	Res	6 00%	100	0 00%	6		0 09982	0 6011	YES
A211122	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res								
A211211	P-3	Business/<10 circuits/Dispatch/FL (%)	Bus	2 22%	50,081	5 94%	758		0 00539	-6 8987	NO
A211212	P-3	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	0 30%	54,755	0 26%	4,561		0 00084	0 3914	YES
A211221	P-3	Business/>=10 circuits/Dispatch/FL (%)	Bus	6 04%	381	14 29%	14		0 06481	-1 2728	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A2 11 2 2 2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0 00%	79	0 00%	5		0 00000		YES
A2 11 3 1 1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	4 58%	7,687	1 22%	82		0 02321	1 4477	YES
A2 11 3 1 2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	3 99%	577	2 67%	75		0 02401	0 5495	YES
A2 11 3 2 1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0 00%	1	0 00%	1		0 00000		YES
A2 11 3 2 2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design			0 00%	7				
A2 11 4 1 1	P-3	PBX/<10 circuits/Dispatch/FL (%)	PBX	5 36%	112	10 00%	10		0 07432	-0 6247	YES
A2 11 4 1 2	P-3	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	1 33%	450	0 00%	45		0 01793	0.7435	YES
A2 11 4 2 1	P-3	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0 00%	4						
A2 11 4 2 2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	0 00%	66	0 00%	7		0 00000		YES
A2 11 5 1 1	P-3	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	5 00%	640						
A2 11 5 1 2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0 07%	1,421	0 00%	39		0 00430	0 1635	YES
A2 11 5 2 1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	19 05%	21						
A2 11 5 2 2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0 00%	86	0 00%	7		0 00000		YES
A2 11 6 1 1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	0 00%	6						
A2 11 6 1 2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	10 53%	19	0 00%	3		0 19066	0 5521	YES
A2 11 6 2 1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN								
A2 11 6 2 2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN								

% Provisioning Troubles within 30 Days

A2 12 1 1 1	P-9	Residence/<10 circuits/Dispatch/FL (%)	Res	5 47%	68,681	6 27%	2,232		0 00489	-1 6434	YES
A2 12 1 1 2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	2 56%	663,318	3 32%	28,221		0.00096	-8 0156	NO
A2 12 1 2 1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	Res	6 20%	129	0 00%	4		0 12245	0 5065	YES
A2 12 1 2 2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res								
A2 12 2 1 1	P-9	Business/<10 circuits/Dispatch/FL (%)	Bus	2 20%	47,330	5 53%	814		0 00519	-6 4134	NO
A2 12 2 1 2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	3 13%	54,390	2 47%	6,489		0 00229	2 8946	YES
A2 12 2 2 1	P-9	Business/>=10 circuits/Dispatch/FL (%)	Bus	4 17%	456	0 00%	17		0 04936	0.8441	YES
A2 12 2 2 2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0 00%	59	0 00%	3		0 00000		YES
A2 12 3 1 1	P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	2 79%	7,891	0 00%	82		0 01827	1 5256	YES
A2 12 3 1 2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	0 00%	531	2 50%	40		0 00000		NO
A2 12 3 2 1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0 00%	1	0 00%	1		0 00000		YES
A2 12 3 2 2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design								
A2 12 4 1 1	P-9	PBX/<10 circuits/Dispatch/FL (%)	PBX	2 88%	104	0 00%	7		0 06536	0 4414	YES
A2 12 4 1 2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	0 52%	575	3 45%	29		0 01371	-2 1344	NO
A2.12 4 2 1	P-9	PBX/>=10 circuits/Dispatch/FL (%)	PBX	25 00%	4						
A2 12 4 2 2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	1 60%	125	0 00%	8		0 04576	0 3497	YES
A2 12 5 1 1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	0 16%	620	0 00%	2		0 02842	0 0568	YES
A2 12 5 1 2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0.32%	1,568	0 00%	9		0 01885	0 1692	YES
A2 12 5 2 1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	0 00%	62						
A2 12 5 2 2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0 00%	122	0 00%	4		0 00000		YES
A2 12 6 1 1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	0 00%	14						
A2 12 6 1 2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0 00%	35	0.00%	2		0 00000		YES
A2 12 6 2 1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN								
A2 12 6 2 2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN								

Average Completion Notice Interval - Mechanized

A2 14 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Res	4.88	50,818	3 17	1,261	21 881	0 62379	2.7344	YES
A2 14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Res	1 52	588,097	2 94	18,574	6 980	0 05202	-27 1178	NO
A2 14 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Res	6.73	82	0 02	4	28 208	14 44380	0.4649	YES
A2 14 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Res								
A2 14 2 1 1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Bus	5 89	13,497	12 73	283	25 063	1 50535	-4 5451	NO
A2 14 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Bus	2 10	39,893	7 59	1,206	12 563	0 36720	-14.9688	NO
A2 14 2.2 1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Bus	5 03	283	0 08	2	18 865	13 38676	0 3704	YES
A2 14 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Bus	1 15	69			5 140			
A2 14 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Design	104 27	5,560			324 617			
A2 14 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Design	37 80	277			144.375			
A2 14 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Design								
A2 14 3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Design								
A2 14 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	PBX	46 89	61			117.783			
A2 14 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	PBX	10 23	319			37 563			
A2 14 4 2 1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	PBX	529 90	3			915 347			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 14 4 2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	PBX	2.23	56			9 758			
A 2 14 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Centrex	12 28	516			46 141			
A 2 14 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Centrex	3 10	1,090			23 025			
A 2 14 5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Centrex	12 14	18			36 054			
A 2 14 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Centrex	0.74	74			0 320			
A 2 14 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	ISDN	51 21	2			43 190			
A 2.14 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN	12 71	12			25 002			
A 2 14 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN								
A 2 14.6 2 2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN								

Average Completion Notice Interval - Non-Mechanized

A 2 15 1 1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 2 1 1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 4 2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 4 2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
A 2 15 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
A 2 15 6 2 2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								

Total Service Order Cycle Time

A 2 16 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4 92	1,427				Diagnostic
A 2 16 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2 02	20,682				Diagnostic
A 2 16 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4 00	4				Diagnostic
A 2 16 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 16 2 1 1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			5 53	371				Diagnostic
A 2 16 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.12	1,929				Diagnostic
A 2 16 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			16 75	4				Diagnostic
A 2 16 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 33	3				Diagnostic
A 2 16.3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			21 85	13				Diagnostic
A 2 16 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			17 14	21				Diagnostic
A 2 16 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic			8 00	1				Diagnostic
A 2.16 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 57	7				Diagnostic
A 2 16 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			17 67	6				Diagnostic
A 2 16 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 76	21				Diagnostic
A 2 16 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 16 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			2 00	1				Diagnostic
A 2 16 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 16 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 00	10				Diagnostic
A 2 16 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 16 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			15 60	5				Diagnostic
A 2 16 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 16 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 50	2				Diagnostic
A 2 16 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 16 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered)									
A 2 20 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			4 90	1,296				Diagnostic
A 2 20 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2 82	12,779				Diagnostic
A 2 20 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.00	4				Diagnostic
A 2 20 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 2 1 1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			4 96	302				Diagnostic
A 2 20 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.96	1,634				Diagnostic
A 2 20 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			16 00	3				Diagnostic
A 2 20 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			15 00	2				Diagnostic
A 2 20 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			25 70	10				Diagnostic
A 2 20 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			20 33	12				Diagnostic
A 2 20 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic			8 00	1				Diagnostic
A 2 20 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 57	7				Diagnostic
A 2 20 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic			10 00	4				Diagnostic
A 2 20 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 27	11				Diagnostic
A 2 20 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			2 00	1				Diagnostic
A 2 20 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			10 67	9				Diagnostic
A 2 20 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20.5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			16 00	4				Diagnostic
A 2 20 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
A 2 20 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A 2 24 1 1	P-6	Residence/Dispatch/FL (%)	Diagnostic								
A 2 24 1 2	P-6	Residence/Non Dispatch/FL (%)	Diagnostic								
A 2 24 2 1	P-6	Business/Dispatch/FL (%)	Diagnostic								
A 2 24 2 2	P-6	Business/Non-Dispatch/FL (%)	Diagnostic								
A 2 24 3 1	P-6	Design (Specials)/Dispatch/FL (%)	Diagnostic								
A 2 24 3 2	P-6	Design (Specials)/Non-Dispatch/FL (%)	Diagnostic								
A 2 24 4 1	P-6	PBX/Dispatch/FL (%)	Diagnostic								
A 2 24 4 2	P-6	PBX/Non-Dispatch/FL (%)	Diagnostic								
A 2 24 5 1	P-6	Centrex/Dispatch/FL (%)	Diagnostic								
A 2 24 5 2	P-6	Centrex/Non-Dispatch/FL (%)	Diagnostic								
A 2 24 6 1	P-6	ISDN/Dispatch/FL (%)	Diagnostic								
A 2 24 6 2	P-6	ISDN/Non-Dispatch/FL (%)	Diagnostic								
		Service Order Accuracy									
A 2 25 1 1 1	P-11	Residence/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	1				YES
A 2 25 1 1 2	P-11	Residence/<10 circuits/Non-Dispatch/FL (%)	>= 95%			95 31%	128				YES
A 2 25 1 2 1	P-11	Residence/>=10 circuits/Dispatch/FL (%)	>= 95%								
A 2 25 1 2 2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)	>= 95%								
A 2 25.2 1 1	P-11	Business/<10 circuits/Dispatch/FL (%)	>= 95%			100 00%	6				YES
A 2 25 2 1 2	P-11	Business/<10 circuits/Non-Dispatch/FL (%)	>= 95%			88 24%	102				NO
A 2 25 2 2 1	P 11	Business/>=10 circuits/Dispatch/FL (%)	>= 95%			100 00%	2				YES
A 2 25 2 2 2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100 00%	102				YES
A 2 25 3 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			87 50%	8				NO
A 2.25 3 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%								
A 2 25 3 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%								
A 2 25 3 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%								
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A 3 1 1 1	M&R-1	Residence/Dispatch/FL (%)	Res	9 41%	63,020	6 34%	2,240		0 00625	4 9165	YES
A 3 1 1 2	M&R-1	Residence/Non-Dispatch/FL (%)	Res	1 68%	52,980	1 64%	1,159		0 00382	0 1160	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A3121	M&R-1	Business/Dispatch/FL (%)	Bus	12.31%	16,547	12.29%	1,172		0.00993	0.0239	YES
A3122	M&R-1	Business/Non-Dispatch/FL (%)	Bus	4.71%	10,679	2.04%	587		0.00898	2.9682	YES
A3131	M&R-1	Design (Specials)/Dispatch/FL (%)	Design	2.01%	2,833	0.00%	19		0.03232	0.6225	YES
A3132	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	Design	1.14%	2,897	0.00%	10		0.03362	0.3389	YES
A3141	M&R-1	PBX/Dispatch/FL (%)	PBX	25.63%	320	37.50%	64		0.05978	-1.9865	NO
A3142	M&R-1	PBX/Non-Dispatch/FL (%)	PBX	8.75%	160	8.33%	24		0.06185	0.0674	YES
A3151	M&R-1	Centrex/Dispatch/FL (%)	Centrex	17.33%	952	0.00%	15		0.09850	1.7596	YES
A3152	M&R-1	Centrex/Non-Dispatch/FL (%)	Centrex	5.49%	729	0.00%	3		0.13175	0.4165	YES
A3161	M&R-1	ISDN/Dispatch/FL (%)	ISDN	5.76%	399	0.00%	9		0.07856	0.7337	YES
A3162	M&R-1	ISDN/Non-Dispatch/FL (%)	ISDN	0.96%	523	0.00%	13		0.02732	0.3499	YES
		Customer Trouble Report Rate									
A3211	M&R-2	Residence/Dispatch/FL (%)	Res	1.81%	4,584,777	2.08%	107,923		0.00041	6.3893	NO
A3212	M&R-2	Residence/Non-Dispatch/FL (%)	Res	1.16%	4,584,777	1.07%	107,923		0.00033	2.4664	YES
A3221	M&R-2	Business/Dispatch/FL (%)	Bus	1.26%	1,313,741	1.53%	76,393		0.00042	-6.5752	NO
A3222	M&R-2	Business/Non-Dispatch/FL (%)	Bus	0.81%	1,313,741	0.77%	76,393		0.00034	1.3254	YES
A3231	M&R-2	Design (Specials)/Dispatch/FL (%)	Design	0.34%	840,597	0.12%	16,212		0.00046	4.7755	YES
A3232	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	Design	0.34%	840,597	0.06%	16,212		0.00047	6.0786	YES
A3241	M&R-2	PBX/Dispatch/FL (%)	PBX	0.22%	146,029	7.26%	881		0.00158	-44.5377	NO
A3242	M&R-2	PBX/Non-Dispatch/FL (%)	PBX	0.11%	146,029	2.72%	881		0.00112	-23.3748	NO
A3251	M&R-2	Centrex/Dispatch/FL (%)	Centrex	0.40%	236,804	1.00%	1,501		0.00164	-3.6383	NO
A3252	M&R-2	Centrex/Non-Dispatch/FL (%)	Centrex	0.31%	236,804	0.20%	1,501		0.00144	0.7516	YES
A3261	M&R-2	ISDN/Dispatch/FL (%)	ISDN	1.00%	39,866	1.15%	784		0.00361	-0.4077	YES
A3262	M&R-2	ISDN/Non-Dispatch/FL (%)	ISDN	1.31%	39,866	1.66%	784		0.00413	-0.8383	YES
		Maintenance Average Duration									
A3311	M&R-3	Residence/Dispatch/FL (hours)	Res	18.45	82,929	18.96	2,240	20.678	0.44277	-1.1536	YES
A3312	M&R-3	Residence/Non-Dispatch/FL (hours)	Res	6.70	52,944	5.53	1,158	10.374	0.30816	3.8163	YES
A3321	M&R-3	Business/Dispatch/FL (hours)	Bus	14.58	16,541	14.96	1,172	19.388	0.58604	-0.6606	YES
A3322	M&R-3	Business/Non-Dispatch/FL (hours)	Bus	5.17	10,635	3.33	585	12.347	0.52434	3.5098	YES
A3331	M&R-3	Design (Specials)/Dispatch/FL (hours)	Design	5.23	2,833	4.30	19	38.398	8.83848	0.1044	YES
A3332	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	Design	2.73	2,894	1.46	10	21.124	6.69137	0.1900	YES
A3341	M&R-3	PBX/Dispatch/FL (hours)	PBX	16.22	320	26.28	64	20.886	2.85989	-3.5174	NO
A3342	M&R-3	PBX/Non-Dispatch/FL (hours)	PBX	6.08	160	3.29	24	10.731	2.34898	1.1893	YES
A3351	M&R-3	Centrex/Dispatch/FL (hours)	Centrex	16.25	951	9.38	15	20.790	5.41007	1.2709	YES
A3352	M&R-3	Centrex/Non-Dispatch/FL (hours)	Centrex	5.00	728	6.94	3	11.161	6.45713	-0.3007	YES
A3361	M&R-3	ISDN/Dispatch/FL (hours)	ISDN	9.51	399	5.23	9	15.409	5.19394	0.8254	YES
A3362	M&R-3	ISDN/Non-Dispatch/FL (hours)	ISDN	2.47	523	2.52	13	4.064	1.14119	-0.0487	YES
		% Repeat Troubles within 30 Days									
A3411	M&R-4	Residence/Dispatch/FL (%)	Res	20.39%	83,020	16.21%	2,240		0.00863	4.8497	YES
A3412	M&R-4	Residence/Non-Dispatch/FL (%)	Res	17.49%	52,980	19.33%	1,159		0.01128	-1.6254	YES
A3421	M&R-4	Business/Dispatch/FL (%)	Bus	17.46%	16,547	13.65%	1,172		0.01147	3.3181	YES
A3422	M&R-4	Business/Non-Dispatch/FL (%)	Bus	15.08%	10,679	18.23%	587		0.01517	-2.0779	NO
A3431	M&R-4	Design (Specials)/Dispatch/FL (%)	Design	41.51%	2,833	36.84%	19		0.11342	0.4116	YES
A3432	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	Design	38.94%	2,897	20.00%	10		0.15446	1.2260	YES
A3441	M&R-4	PBX/Dispatch/FL (%)	PBX	22.81%	320	26.56%	64		0.05746	-0.6526	YES
A3442	M&R-4	PBX/Non-Dispatch/FL (%)	PBX	10.00%	160	62.50%	24		0.06567	-7.9946	NO
A3451	M&R-4	Centrex/Dispatch/FL (%)	Centrex	10.61%	952	0.00%	15		0.08014	1.3239	YES
A3452	M&R-4	Centrex/Non-Dispatch/FL (%)	Centrex	10.97%	729	0.00%	3		0.18083	0.6069	YES
A3461	M&R-4	ISDN/Dispatch/FL (%)	ISDN	31.33%	399	44.44%	9		0.15634	-0.8389	YES
A3462	M&R-4	ISDN/Non-Dispatch/FL (%)	ISDN	31.55%	523	15.38%	13		0.13048	1.2388	YES
		Out of Service > 24 hours									
A3511	M&R-5	Residence/Dispatch/FL (%)	Res	16.46%	55,301	19.26%	1,578		0.00947	-2.9578	NO
A3512	M&R-5	Residence/Non-Dispatch/FL (%)	Res	5.39%	13,363	5.03%	298		0.01322	0.2680	YES
A3521	M&R-5	Business/Dispatch/FL (%)	Bus	12.17%	10,335	13.26%	724		0.01257	-0.8651	YES
A3522	M&R-5	Business/Non-Dispatch/FL (%)	Bus	4.67%	3,765	1.76%	170		0.01655	1.7581	YES
A3531	M&R-5	Design (Specials)/Dispatch/FL (%)	Design	2.01%	2,833	0.00%	19		0.03232	0.6225	YES
A3532	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	Design	1.14%	2,897	0.00%	10		0.03362	0.3389	YES
A3541	M&R-5	PBX/Dispatch/FL (%)	PBX	20.60%	199	5.71%	35		0.07413	2.0084	YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A3542	M&R-5	PBX/Non-Dispatch/FL (%)		PBX	8.97%	78	0.00%	8		0.10611	0.8458	YES
A3551	M&R-5	Centrex/Dispatch/FL (%)		Centrex	17.14%	630	50.00%	4		0.18904	-1.7381	NO
A3552	M&R-5	Centrex/Non-Dispatch/FL (%)		Centrex	5.14%	253	0.00%	2		0.15673	0.3278	YES
A3561	M&R-5	ISDN/Dispatch/FL (%)		ISDN	5.76%	399	0.00%	9		0.07856	0.7337	YES
A3562	M&R-5	ISDN/Non-Dispatch/FL (%)		ISDN	0.77%	521	0.00%	13		0.02451	0.3133	YES
	Resale - Billing											
	Invoice Accuracy											
A41	B-1	FL (%)		BST - State	98.71%	$475,529,735	99.85%	$10,019,510		0.00004	-317.8333	YES
	Mean Time to Deliver Invoices - CRIS											
A42	B-2	Region (business days)		BST - Region	3.61	1	3.16	1,794				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B 1 1 1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B 1 1 2	O-7	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B 1 1 3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			13 15%	6,957				Diagnostic
B 1 1 4	O-7	Combo Other/FL (%)	Diagnostic								Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			17 05%	129				Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			0 00%	2				Diagnostic
B 1 1 7	O-7	Line Sharing/FL (%)	Diagnostic			0.00%	1				Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			17 74%	310				Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			22 22%	9				Diagnostic
B 1 1 10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic								Diagnostic
B 1 1 11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								Diagnostic
B 1 1 12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			17 06%	469				Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			85 71%	7				Diagnostic
B 1 1 14	O-7	Other Design/FL (%)	Diagnostic			5 00%	20				Diagnostic
B 1 1 15	O-7	Other Non-Design/FL (%)	Diagnostic			3 94%	5,984				Diagnostic
B 1 1 16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B 1 1 17	O-13	LNP (Standalone)/FL (%)	Diagnostic			7 14%	3,751				Diagnostic
% Rejected Service eq ests - Partially Mechanized											
B 1 2 1	O-7	Switch Ports/FL (%)	Diagnostic								Diagnostic
B 1 2 2	O-7	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B 1 2 3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			38 90%	3,285				Diagnostic
B 1 2 4	O-7	Combo Other/FL (%)	Diagnostic								Diagnostic
B 1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			2 33%	43				Diagnostic
B 1 2 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			0.00%	4				Diagnostic
B 1 2 7	O-7	Line Sharing/FL (%)	Diagnostic								Diagnostic
B 1 2 8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			15 99%	613				Diagnostic
B 1 2 9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic			16 67%	6				Diagnostic
B 1 2 10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic								Diagnostic
B 1 2 11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								Diagnostic
B 1 2 12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			36 66%	1,555				Diagnostic
B 1 2 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			52 63%	38				Diagnostic
B 1.2 14	O-7	Other Design/FL (%)	Diagnostic			20 00%	25				Diagnostic
B 1 2 15	O-7	Other Non-Design/FL (%)	Diagnostic			9 43%	3,552				Diagnostic
B 1 2 16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B 1 2 17	O-13	LNP (Standalone)/FL (%)	Diagnostic			51.78%	2,101				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B 1 3 1	O-7	Switch Ports/FL (%)	Diagnostic			0.00%	2				Diagnostic
B 1 3 2	O-7	Local Interoffice Transport/FL (%)	Diagnostic								Diagnostic
B 1 3 3	O-7	Loop + Port Combinations/FL (%)	Diagnostic			63 29%	79				Diagnostic
B 1 3 4	O-7	Combo Other/FL (%)	Diagnostic								Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			10 94%	722				Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	Diagnostic			19.27%	109				Diagnostic
B 1 3 7	O-7	Line Sharing/FL (%)	Diagnostic			23 53%	170				Diagnostic
B 1 3 8	O-7	2W Analog Loop Design/FL (%)	Diagnostic			15 10%	384				Diagnostic
B 1 3 9	O-7	2W Analog Loop Non-Design/FL (%)	Diagnostic								
B 1 3 10	O-7	2W Analog Loop w/INP Design/FL (%)	Diagnostic			5 74%	401				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic								
B 1 3 12	O-13	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			91 79%	195				Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic								
B 1 3 14	O-7	Other Design/FL (%)	Diagnostic			16 10%	1,056				Diagnostic
B 1 3 15	O-7	Other Non-Design/FL(%) *[includes data reported in B 1 3 18, B 1 3 19, B 1 3 20]*	Diagnostic			1 40%	4,363				Diagnostic
B 1 3 16	O-7	INP Standalone/FL (%)	Diagnostic								Diagnostic
B 1 3 17	O-13	LNP (Standalone)/FL (%)	Diagnostic			41 49%	1,022				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 3 18	O-7	Loops Non-Design/FL (%)	Diagnostic			30 63%	1,799				Diagnostic
B 1 3 19	O-7	Loops Non-Design w/INP/FL (%)	Diagnostic			13 97%	587				Diagnostic
B 1 3 20	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			26 14%	1,029				Diagnostic
		Reject Interval - Mechanized									
B 1 4 1	O-8	Switch Ports/FL (%)	>= 97% w in 1 hr								
B 1 4 2	O-8	Local Interoffice Transport/FL (%)	>= 97% w in 1 hr								
B 1 4 3	O-8	Loop + Port Combinations/FL (%)	>= 97% w in 1 hr			97.05%	915				YES
B 1 4 4	O-8	Combo Other/FL (%)	>= 97% w in 1 hr								
B 1 4 5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 97% w in 1 hr			100.00%	22				YES
B 1 4 6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 97% w in 1 hr								
B 1 4 7	O-8	Line Sharing/FL (%)	>= 97% w in 1 hr								
B 1 4 8	O-8	2W Analog Loop Design/FL (%)	>= 97% w in 1 hr			76 36%	55				NO
B 1 4 9	O-8	2W Analog Loop Non-Design/FL (%)	>= 97% w in 1 hr			50 00%	2				NO
B 1 4 10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 97% w in 1 hr								
B 1 4 11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 97% w in 1 hr								
B 1 4 12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 97% w in 1 hr			93 75%	80				NO
B 1 4 13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 97% w in 1 hr			33 33%	6				NO
B 1 4 14	O-8	Other Design/FL (%)	>= 97% w in 1 hr			100.00%	1				YES
B 1 4 15	O-8	Other Non-Design/FL (%)	>= 97% w in 1 hr			91 10%	236				NO
B 1.4 16	O-8	INP Standalone/FL (%)	>= 97% w in 1 hr								
B 1 4 17	O-14	LNP (Standalone)/FL (%)	>= 97% w in 1 hr			85.82%	268				NO
		Reject Interval - Partially Mechanized - 24 hours									
B 1 5 1	O-8	Switch Ports/FL (%)	>= 85% w in 24 hrs								
B 1 5 2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 24 hrs								
B 1 5 3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 24 hrs			97 73%	1,278				YES
B 1 5 4	O-8	Combo Other/FL (%)	>= 85% w in 24 hrs								
B 1 5 5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 24 hrs			100.00%	1				YES
B 1 5 6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 24 hrs								
B 1 5 7	O-8	Line Sharing/FL (%)	>= 85% w in 24 hrs								
B 1 5 8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 24 hrs			85.71%	98				YES
B 1 5 9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 24 hrs			100.00%	1				YES
B 1 5 10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 24 hrs								
B 1 5 11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 24 hrs								
B 1 5 12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 24 hrs			95 61%	570				YES
B 1 5 13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs			90 00%	20				YES
B.1 5 14	O-8	Other Design/FL (%)	>= 85% w in 24 hrs			100 00%	5				YES
B 1 5 15	O-8	Other Non-Design/FL (%)	>= 85% w in 24 hrs			99.10%	335				YES
B 1 5 16	O-8	INP Standalone/FL (%)	>= 85% w in 24 hrs								
B 1 5.17	O-14	LNP (Standalone)/FL (%)	>= 85% w in 24 hrs			97.43%	1,088				YES
		Reject Interval - Non-Mechanized									
B 1 6 1	O-8	Switch Ports/FL (%)	>= 85% w in 24 hrs								
B 1 6 2	O-8	Local Interoffice Transport/FL (%)	>= 85% w in 24 hrs								
B 1 6 3	O-8	Loop + Port Combinations/FL (%)	>= 85% w in 24 hrs			98 00%	50				YES
B 1 6 4	O-8	Combo Other/FL (%)	>= 85% w in 24 hrs								
B 1.6 5	O-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 24 hrs			96 20%	79				YES
B 1 6 6	O-8	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 24 hrs			100 00%	21				YES
B 1 6 7	O-8	Line Sharing/FL (%)	>= 85% w in 24 hrs			92 50%	40				YES
B 1 6 8	O-8	2W Analog Loop Design/FL (%)	>= 85% w in 24 hrs			94 83%	58				YES
B 1 6 9	O-8	2W Analog Loop Non-Design/FL (%)	>= 85% w in 24 hrs			*Data included in B.1.6.18*					
B 1 6 10	O-8	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 24 hrs			73 91%	23				NO
B 1 6 11	O-8	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 24 hrs			*Data included in B.1.6.19*					
B 1 6 12	O-14	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 24 hrs			94 97%	179				YES
B 1 6 13	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs			*Data included in B.1.6.20*					
B 1 6 14	O-8	Other Design/FL (%)	>= 85% w in 24 hrs			91 76%	170				YES
B 1 6 15	O-8	Other Non-Design/FL(%) [*Includes data reported in B 1 6 18, B 1 6 19, B 1 6 20*]	>= 85% w in 24 hrs			98 36%	61				YES
B 1 6 16	O-8	INP Standalone/FL (%)	>= 85% w in 24 hrs								
B 1 6 17	O-14	LNP (Standalone)/FL (%)	>= 85% w in 24 hrs			92 45%	424				YES
B 1 6 18	O-8	Loops Non-Design/FL (%)	>= 85% w in 24 hrs			97 82%	551				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 8 19	O-8	Loops Non-Design w/INP/FL (%)	>= 85% w in 24 hrs			95.12%	82				YES
B 1 8 20	O-14	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 24 hrs			91.82%	269				YES
		FOC Timeliness - Mechanized									
B 1 9 1	O-9	Switch Ports/FL (%)	>= 85% w in 3 hrs								
B 1 9 2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 3 hrs								
B 1 9 3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 3 hrs			98.02%	5,646				YES
B 1 9 4	O-9	Combo Other/FL (%)	>= 85% w in 3 hrs								
B 1 9 5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 3 hrs			100.00%	60				YES
B 1 9 6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 3 hrs			100.00%	3				YES
B 1 9 7	O-9	Line Sharing/FL (%)	>= 85% w in 3 hrs								
B 1 9 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 3 hrs			97.83%	230				YES
B 1 9 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 3 hrs								
B 1 9 10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 3 hrs								
B 1 9 11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 3 hrs								
B 1 9 12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 3 hrs			78.96%	499				NO
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 3 hrs			22.22%	9				NO
B 1 9 14	O-9	Other Design/FL (%)	>= 85% w in 3 hrs			100.00%	15				YES
B.1 9 15	O-9	Other Non-Design/FL (%)	>= 85% w in 3 hrs			98.02%	4,148				YES
B 9 16	O-9	INP Standalone/FL (%)	>= 85% w in 3 hrs								
B. 9 17	O-15	LNP (Standalone)/FL (%)	>= 85% w in 3 hrs			84.84%	5,065				NO
		FOC Timeliness - Partially Mechanized									
B 10 1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs								
B 10 2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs								
B 10 3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs			98.48%	2,369				YES
B 10 4	O-9	Combo Other/FL (%)	>= 85% w in 36 hrs								
B . 10 5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 36 hrs			33.33%	6				NO
B 1 10 6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 36 hrs			33.33%	3				NO
B 1 10 7	O-9	Line Sharing/FL (%)	>= 85% w in 36 hrs								
B 1 10 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs			97.90%	429				YES
B 1 10 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs								
B 1.10 10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs								
B 1 10 11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs								
B 1 10 12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs			98.11%	848				YES
B 1 10 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs			100.00%	15				YES
B 1 10 14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs			84.62%	13				NO
B 1 10 15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs			96.72%	2,041				YES
B 1 10 16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs			100.00%	2				YES
B 1 10 17	O-15	LNP (Standalone)/FL (%)	>= 85% w in 36 hrs			96.15%	442				YES
		FOC Timeliness - Non-Mechanized									
B 1 13 1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs			100.00%	1				YES
B 1 13 2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs			100.00%	1				YES
B 1 13 3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs			100.00%	52				YES
B 1 13 4	O-9	Combo Other/FL (%)	>= 85% w in 36 hrs								
B 1 13 5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 85% w in 36 hrs			99.30%	999				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDC)/FL (%)	>= 85% w in 36 hrs								
B 1 13 7	O-9	Line Sharing/FL (%)	>= 85% w in 36 hrs			100.00%	104				YES
B 1 13 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs			100.00%	119				YES
B 1 13 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs			98.94%	188				YES
B 1 13 10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs			100.00%	45				YES
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs			99.24%	131				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs			100.00%	142				YES
B 1 13 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs			99.26%	673				YES
B.1 13 14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs			99.95%	2,042				YES
B 1 13 15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs			100.00%	46				YES
B 1 13 16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs			100.00%	1				YES
B 1 13 17	O-15	LNP (Standalone)/FL (%)	>= 85% w in 36 hrs								

FOC & Reject Response Completeness - Mechanized

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 14 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 14 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1.14 3	O-11	Loop + Port Combinations/FL (%)	>= 95%								
B.1 14 4	O-11	Combo Other/FL (%)	>= 95%								
B 1 14 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			60.00%	140				NO
B 1.14 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B.1 14 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 14 8	O-11	2W Analog Loop Design/FL (%)	>= 95%			97.00%	242				YES
B 1 14 9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100.00%	1				YES
B 1 14 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 14 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 14 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			82.00%	625				NO
B 1 14 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			4.00%	25				NO
B 1 14 14	O-11	Other Design/FL (%)	>= 95%			94.00%	19				NO
B 1 14 15	O-11	Other Non-Design/FL (%)	>= 95%			99.00%	4,821				YES
B 1 14 16	O-11	INP Standalone/FL (%)	>= 95%								
B.1 14 17	O-11	LNP (Standalone)/FL (%)	>= 95%			99.00%	3,399				YES
		FOC & Reject Response Completeness - Partially Mechanized									
B 1 15 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 15 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1 15 3	O-11	Loop + Port Combinations/FL (%)	>= 95%			98.62%	2,974				YES
B 1 15 4	O-11	Combo Other/FL (%)	>= 95%								
B 1 15 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			15.00%	39				NO
B 1 15 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B 1 15 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 15 8	O-11	2W Analog Loop Design/FL (%)	>= 95%			91.00%	598				NO
B 1 15 9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			0.00%	2				NO
B 1 15 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 15 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 15 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			99.00%	2,666				YES
B 1 15 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			95.00%	23				YES
B 1 15 14	O-11	Other Design/FL (%)	>= 95%			88.00%	25				NO
B 1 15 15	O-11	Other Non-Design/FL (%)	>= 95%			98.00%	2,238				YES
B 1 15 16	O-11	INP Standalone/FL (%)	>= 95%								
B 1 15 17	O-11	LNP (Standalone)/FL (%)	>= 95%			99.00%	1,453				YES
		FOC & Reject Response Completeness - Non-Mechanized									
B 1 16 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1.16 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1 16 3	O-11	Loop + Port Combinations/FL (%)	>= 95%								
B 1 16 4	O-11	Combo Other/FL (%)	>= 95%								
B 1 16 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%								
B 1 16 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B 1 16 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 16 8	O-11	2W Analog Loop Design/FL (%)	>= 95%								
B 1 16 9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%								
B 1 16 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 16 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 16 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%								
B 1 16 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%								
B 1 16 14	O-11	Other Design/FL (%)	>= 95%								
B 1 16 15	O-11	Other Non-Design/FL (%)	>= 95%								
B 1 16 16	O-11	INP Standalone/FL (%)	>= 95%								
B 1 16 17	O-11	LNP (Standalone)/FL (%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B 1 17 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 17 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1 17 3	O-11	Loop + Port Combinations/FL (%)	>= 95%								
B 1 17 4	O-11	Combo Other/FL (%)	>= 95%								

Available with May data

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 17 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			89 00%	85				NO
B 1 17 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B 1 17.7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 17 8	O-11	2W Analog Loop Design/FL (%)	>= 95%			97.00%	237				YES
B 1 17 9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%			100 00%	1				YES
B 1 17 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 17 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 17 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100 00%	514				YES
B 1 17 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100 00%	1				YES
B 1 17 14	O-11	Other Design/FL (%)	>= 95%			94 00%	18				NO
B 1 17 15	O-11	Other Non-Design/FL (%)	>= 95%			99.00%	4,783				YES
B 1 17 16	O-11	INP Standalone/FL (%)	>= 95%								
B 1 17 17	O-11	LNP (Standalone)/FL (%)	>= 95%			100 00%	3,383				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B 1 18 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 18 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1 18 3	O-11	Loop + Port Combinations/FL (%)	>= 95%			93 01%	2,933				NO
B 1 18 4	O-11	Combo Other/FL (%)	>= 95%								
B.1 18 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%			66 00%	6				NO
B 1 18 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B 1 18 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 18 8	O-11	2W Analog Loop Design/FL (%)	>= 95%			96 00%	547				YES
B 1 18 9	O 11	2W Analog Loop Non-Design/FL (%)	>= 95%			0 00%	0				NO
B 1 18 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 18 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 18 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%			100 00%	2,652				YES
B 1 18 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%			100.00%	22				YES
B 1.18 14	O-11	Other Design/FL (%)	>= 95%			100 00%	22				YES
B 1 18 15	O-11	Other Non-Design/FL (%)	>= 95%			92 00%	2,195				NO
B 1 18 16	O-11	INP Standalone/FL (%)	>= 95%								
B 1 18 17	O-11	LNP (Standalone)/FL (%)	>= 95%			100 00%	1,452				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B 1 19 1	O-11	Switch Ports/FL (%)	>= 95%								
B 1 19 2	O-11	Local Interoffice Transport/FL (%)	>= 95%								
B 1 19 3	O-11	Loop + Port Combinations/FL (%)	>= 95%								
B 1 19 4	O-11	Combo Other/FL (%)	>= 95%								
B 1 19 5	O-11	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95%								
B 1 19 6	O-11	ISDN Loop (UDN, UDC)/FL (%)	>= 95%								
B 1 19 7	O-11	Line Sharing/FL (%)	>= 95%								
B 1 19 8	O-11	2W Analog Loop Design/FL (%)	>= 95%								
B 1 19 9	O-11	2W Analog Loop Non-Design/FL (%)	>= 95%								
B 1 19 10	O-11	2W Analog Loop w/INP Design/FL (%)	>= 95%								
B 1 19 11	O-11	2W Analog Loop w/INP Non-Design/FL (%)	>= 95%								
B 1 19 12	O-11	2W Analog Loop w/LNP Design/FL (%)	>= 95%								
B 1 19 13	O-11	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95%								
B 1 19 14	O-11	Other Design/FL (%)	>= 95%								
B 1 19 15	O-11	Other Non-Design/FL (%)	>= 95%								
B 1 19 16	O-11	INP Standalone/FL (%)	>= 95%								
B 1 19 17	O-11	LNP (Standalone)/FL (%)	>= 95%								

Available with May data

Unbundled Network Elements - Provisioning

		Order Completion Interval									
B 2 1 1 1	P-4	Switch Ports/<10 circuits/Dispatch/FL (days)	R&B (POTS)	4 93	86,885			8 697			
B 2 1 1.1 2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	1 04	686,653			2 290			
B 2 1 1 2 1	P-4	Switch Ports/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	11.68	425			18 755			
B 2 1 1 2 2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	2 69	75			4 411			
B 2 1 2 1 1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	DS1/DS3	20 33	2,408	19 15	13	25 600	7.11930	0.1657	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B21212	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B21221	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	DS1/DS3								
B21222	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	DS1/DS3								
B21311	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	R&B	4.96	87,443	3 73	221	8 844	0.59568	2 0631	YES
B21312	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	R&B	1 05	688,309	1.19	4,402	2 306	0 03487	-4.1226	NO
B21321	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	R&B	11 61	446	7 00	7	18 521	7 05489	0 6536	YES
B21322	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	R&B	4 51	218	0 66	13	12 881	3 67747	1 0469	YES
B21411	P-4	Combo Other/<10 circuits/Dispatch/FL (days)	R&B&D - Disp	6 25	95,003			11 583			
B21412	P-4	Combo Other/<10 circuits/Non-Dispatch/FL (days)	R&B&D - Disp	6 25	95,003			11 583			
B21421	P-4	Combo Other/>=10 circuits/Dispatch/FL (days)	R&B&D - Disp	11 62	447			18 500			
B21422	P-4	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	R&B&D - Disp	11 62	447			18 500			
B21531	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/FL (days)	ADSL to Retail	9 21	2,644	4 19	176	27 390	2 13221	2.3544	YES
B21532	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/FL (days)	ADSL to Retail	9 21	2,644			27.390			
B21541	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/FL (days)	ADSL to Retail	6 67	3			6 480			
B21542	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/FL (days)	ADSL to Retail	6 67	3			6 480			
B21551	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/FL (days)	ADSL to Retail								
B21552	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B21631	P-4	UNE ISDN/<6 circuits/Dispatch/FL (days)	ISDN - BRI	16 78	494	10 27	331	25 080	1 78146	3 6543	YES
B21632	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL (days)	ISDN - BRI	16 78	494			25 080			
B21641	P-4	UNE ISDN/6-13 circuits/Dispatch/FL (days)	ISDN - BRI								
B21642	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL (days)	ISDN - BRI								
B21651	P-4	UNE ISDN/>=14 circuits/Dispatch/FL (days)	ISDN - BRI								
B21652	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL (days)	ISDN - BRI								
B21731	P-4	Line Sharing/<6 circuits/Dispatch/FL (days)	ADSL to Retail	9 21	2,644	3 00	1	27.390	27 39518	0.2267	YES
B21732	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL (days)	ADSL to Retail	9 21	2,644	3 44	34	27.390	4.72745	1.2205	YES
B21741	P-4	Line Sharing/6-13 circuits/Dispatch/FL (days)	ADSL to Retail	6 67	3			6 480			
B21742	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL (days)	ADSL to Retail	6 67	3			6 480			
B21751	P-4	Line Sharing/>=14 circuits/Dispatch/FL (days)	ADSL to Retail								
B21752	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL (days)	ADSL to Retail								
B21811	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4 96	87,443	12.63	1,295	8 844	0 24758	-30 9836	NO
B21812	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4 96	87,443			8 844			
B21821	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11 61	446	21 26	19	18 521	4 33850	-2.2240	NO
B21822	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11 61	446			18 521			
B21911	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4 93	86,885	5 81	227	8 697	0 57799	-1 5296	YES
B21912	P-4	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	1 83	326,666	8 12	265	3 137	0.19280	-32 6118	NO
B21921	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11 68	425	7 18	11	18.755	5.72753	0 7859	YES
B21922	P-4	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	2 97	67	6.94	17	4 589	1 24625	-3.1864	NO
B211011	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4 96	87,443	6 52	118	8 844	0 81473	-1 9160	NO
B211012	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4 96	87,443			8 844			
B211021	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11 61	446	3 00	1	18 521	18 54145	0 4644	YES
B211022	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11 61	446			18 521			
B211111	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4 93	86,885	4 67	72	8 697	1 02536	0 2544	YES
B211112	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	1 83	326,666	3 30	10	3 137	0 99212	-1 4823	YES
B211121	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11 68	425	6 00	5	18 755	8 43664	0 6736	YES
B211122	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	2 97	67	7 00	2	4 589	3 29306	-1.2237	YES
B211211	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	R&B - Disp	4 96	87,443	6.48	397	8 844	0 44489	-3 4189	NO
B211212	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	R&B - Disp	4.96	87,443			8.844			
B211221	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	R&B - Disp	11 61	446	10 67	6	18.521	7.61173	0 1237	YES
B211222	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	R&B - Disp	11 61	446			18.521			
B211311	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	4.93	86,885	5 20	136	8 697	0 74634	-0.3606	YES
B211312	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	1.83	326,666	4 86	216	3 137	0 21354	-14.1926	NO
B211321	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	R&B (POTS) excl SB Or	11 68	425	6 00	5	18.755	8.43664	0 6736	YES
B211322	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS) excl SB Or	2 97	67	6 15	13	4 589	1 39080	-2 2864	NO
B211411	P-4	Other Design/<10 circuits/Dispatch/FL (days)	Design	21 19	7,560	5 25	75	23 211	2 69340	5 9166	YES
B211412	P-4	Other Design/<10 circuits/Non-Dispatch/FL (days)	Design	12.49	528			17 397			
B211421	P-4	Other Design/>=10 circuits/Dispatch/FL (days)	Design	14 00	1			0 000			
B211422	P-4	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Design								
B211511	P-4	Other Non-Design/<10 circuits/Dispatch/FL (days)	R&B	4 96	87,443	7 19	7	8 844	3 34296	-0 6674	YES
B211512	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	R&B	1 05	688,309	9 60	50	2 306	0 32613	-26 2268	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B21 15 2 1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL (days)	R&B	11.61	446			18 521			
B21 15 2 2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	R&B	4 51	218			12 001			
B21 16 1 1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 16 1 2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21.16 2 1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 16 2 2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 17 1 1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 17 1 2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 17 2 1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 17 2 2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	R&B (POTS)	Available with June data							
B21 18 1 1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Digital Loop < DS1	23 33	532	10 27	331	30 960	2 16739	6 0257	YES
B21 18 1 2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1	12 77	26			17.470			
B21 18 2 1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop < DS1								
B21.18 2 2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop < DS1	2 00	1			0 000			
B21 19 1 1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Digital Loop >= DS1								
B21.19 1 2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1								
B21 19 2 1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Digital Loop >= DS1								
B21 19 2 2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Digital Loop >= DS1								
		Order Completion Interval within X days									
B 2 2 1	P-4	xDSL (ADSL, HDSL, and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL (days)	14 days			3 00	1				YES
B 2 2 2	P-4	xDSL (ADSL, HDSL, and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL (days)	7 days			4 20	175				YES
		Held Orders									
B 2 3 1 1 1	P-1	Switch Ports/<10 circuits/Facility/FL (days)	R&B (POTS)	37 51	1,683			43 812			
B 2 3 1 1 2	P-1	Switch Ports/<10 circuits/Equipment/FL (days)	R&B (POTS)	11 00	1			0 000			
B 2 3 1 1 3	P-1	Switch Ports/<10 circuits/Other/FL (days)	R&B (POTS)	19 87	116			23 816			
B 2 3 1 2 1	P-1	Switch Ports/>=10 circuits/Facility/FL (days)	R&B (POTS)	13 50	6			7.176			
B 2 3 1 2 2	P-1	Switch Ports/>=10 circuits/Equipment/FL (days)	R&B (POTS)								
B 2 3 1 2 3	P-1	Switch Ports/>=10 circuits/Other/FL (days)	R&B (POTS)								
B 2 3 2 1 1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL (days)	DS1/ DS3 - Interoffice	83 27	81			208 378			
B 2 3 2 1 2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL (days)	DS1/ DS3 - Interoffice	1155 00	1			0 000			
B 2 3 2 1 3	P-1	Local Interoffice Transport/<10 circuits/Other/FL (days)	DS1/ DS3 - Interoffice	246 35	37			364.290			
B 2 3 2 2 1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL (days)	DS1/ DS3 - Interoffice								
B 2 3 2 2 2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL (days)	DS1/ DS3 - Interoffice								
B 2 3 2 2 3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL (days)	DS1/ DS3 - Interoffice								
B 2 3 3 1 1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL (days)	R&B	37 33	1,693	11 67	3	43 744	25 27792	1 0152	YES
B 2 3 3 1 2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL (days)	R&B	11 00	1			0 000			
B 2 3 3 1 3	P-1	Loop + Port Combinations/<10 circuits/Other/FL (days)	R&B	20 23	117			24 031			
B 2 3 3 2 1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL (days)	R&B	14 71	7			7.296			
B 2 3 3 2 2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL (days)	R&B								
B 2 3 3 2 3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL (days)	R&B								
B 2 3 4 1 1	P-1	Combo Other/<10 circuits/Facility/FL (days)	R&B&D - Disp	37 43	1,710			43 893			
B 2 3 4 1 2	P-1	Combo Other/<10 circuits/Equipment/FL (days)	R&B&D - Disp	11 00	1			0 000			
B 2 3 4 1 3	P-1	Combo Other/<10 circuits/Other/FL (days)	R&B&D - Disp	28 97	148			44 543			
B 2 3 4 2 1	P-1	Combo Other/>=10 circuits/Facility/FL (days)	R&B&D - Disp	14 71	7			7 296			
B 2 3 4 2 2	P-1	Combo Other/>=10 circuits/Equipment/FL (days)	R&B&D - Disp								
B 2 3 4 2 3	P-1	Combo Other/>=10 circuits/Other/FL (days)	R&B&D - Disp	20 00	1			0 000			
B 2 3 5 1 1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL (days)	ADSL to Retail	53 58	1,282	25 40	5	48 233	21 61230	1.3038	YES
B 2 3 5 1 2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL (days)	ADSL to Retail	36 00	2			26.000			
B 2 3 5 1 3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL (days)	ADSL to Retail	20 28	61	18 00	1	28 942	29.17776	0 0781	YES
B 2 3 5 2 1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL (days)	ADSL to Retail								
B 2 3 5 2 2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL (days)	ADSL to Retail								
B 2 3 5 2 3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL (days)	ADSL to Retail								
B 2 3 6 1 1	P-1	UNE ISDN/<10 circuits/Facility/FL (days)	ISDN - BRI	322 48	31	20 07	14	462 415	148 89959	2 0310	YES
B 2 3 6 1 2	P-1	UNE ISDN/<10 circuits/Equipment/FL (days)	ISDN - BRI								
B 2 3 6 1 3	P-1	UNE ISDN/<10 circuits/Other/FL (days)	ISDN - BRI	695 00	3			486 466			
B 2 3 6 2 1	P-1	UNE ISDN/>=10 circuits/Facility/FL (days)	ISDN - BRI								
B 2 3 6 2 2	P-1	UNE ISDN/>=10 circuits/Equipment/FL (days)	ISDN - BRI								
B 2 3 6 2 3	P-1	UNE ISDN/>=10 circuits/Other/FL (days)	ISDN - BRI								

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B 2 3 7 1 1	P-1	Line Sharing/<10 circuits/Facility/FL (days)
B 2 3 7 1 2	P-1	Line Sharing/<10 circuits/Equipment/FL (days)
B 2 3 7 1 3	P-1	Line Sharing/<10 circuits/Other/FL (days)
B 2 3 7 2 1	P-1	Line Sharing/>=10 circuits/Facility/FL (days)
B 2 3 7 2 2	P-1	Line Sharing/>=10 circuits/Equipment/FL (days)
B 2 3 7 2 3	P-1	Line Sharing/>=10 circuits/Other/FL (days)
B 2 3 8 1 1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL (days)
B 2 3 8 1 2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL (days)
B 2 3 8 1 3	P-1	2W Analog Loop Design/<10 circuits/Other/FL (days)
B 2 3 8 2 1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL (days)
B 2 3 8 2 2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL (days)
B 2 3 8 2 3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL (days)
B 2 3 9 1 1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL (days)
B 2 3 9 1 2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL (days)
B 2.3 9 1 3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL (days)
B 2 3 9 2 1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL (days)
B 2 3 9 2 2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL (days)
B 2 3 9 2 3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL (days)
B 2 3 10 1 1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL (days)
B 2.3 10 1 2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL (days)
B 2 3 10 1 3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL (days)
B 2 3 10 2 1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL (days)
B 2 3 10 2 2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL (days)
B 2 3 10 2 3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL (days)
B 2 3 11 1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL (days)
B 2 3 11 1 2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL (days)
B 2 3 11 1 3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL (days)
B 2 3 11 2 1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL (days)
B 2 3 11 2 2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL (days)
B 2 3 11 2 3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL (days)
B 2 3 12 1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL (days)
B 2 3 12 1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL (days)
B 2 3 12 1 3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL (days)
B 2 3 12 2 1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL (days)
B 2 3 12 2 2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL (days)
B 2 3 12 2 3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL (days)
B 2 3 13 1 1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL (days)
B 2 3 13 1 2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL (days)
B 2 3 13 1 3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL (days)
B 2 3 13 2 1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL (days)
B 2 3 13 2 2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL (days)
B 2 3 13 2 3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL (days)
B 2 3 14 1 1	P-1	Other Design/<10 circuits/Facility/FL (days)
B 2 3 14 1 2	P-1	Other Design/<10 circuits/Equipment/FL (days)
B 2 3 14 1 3	P-1	Other Design/<10 circuits/Other/FL (days)
B 2 3 14.2 1	P-1	Other Design/>=10 circuits/Facility/FL (days)
B 2 3 14 2 2	P-1	Other Design/>=10 circuits/Equipment/FL (days)
B 2 3 14 2 3	P-1	Other Design/>=10 circuits/Other/FL (days)
B 2 3 15 1 1	P-1	Other Non-Design/<10 circuits/Facility/FL (days)
B 2 3 15 1 2	P-1	Other Non-Design/<10 circuits/Equipment/FL (days)
B 2 3 15 1 3	P-1	Other Non-Design/<10 circuits/Other/FL (days)
B 2 3 15 2 1	P-1	Other Non-Design/>=10 circuits/Facility/FL (days)
B 2 3 15 2 2	P-1	Other Non-Design/>=10 circuits/Equipment/FL (days)
B 2 3 15 2 3	P-1	Other Non-Design/>=10 circuits/Other/FL (days)
B 2 3 16 1 1	P-1	INP (Standalone)/<10 circuits/Facility/FL (days)
B 2 3 16 1 2	P-1	INP (Standalone)/<10 circuits/Equipment/FL (days)
B 2 3 16 1 3	P-1	INP (Standalone)/<10 circuits/Other/FL (days)
B 2 3 16 2 1	P-1	INP (Standalone)/>=10 circuits/Facility/FL (days)
B 2 3 16 2 2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	53 58	1,282			48 233			
ADSL to Retail	36 00	2			26 000			
ADSL to Retail	20 28	61			28.942			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	37 33	1,693	14 50	6	43 744	17.88999	1 2763	YES
R&B - Disp	11 00	1			0 000			
R&B - Disp	20 23	117	20 00	1	24 316	24.41959	0 0095	YES
R&B - Disp	14 71	7	11 00	1	7 296	7 80018	0 4762	YES
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	37.51	1,683	28 00	2	43 812	30 99845	0.3067	YES
R&B (POTS) excl SB Or	11 00	1			0 000			
R&B (POTS) excl SB Or	19 87	116			23 816			
R&B (POTS) excl SB Or	13 50	6			7 176			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp	37 33	1,693			43.744			
R&B - Disp	11 00	1			0 000			
R&B - Disp	20 23	117			24 316			
R&B - Disp	14 71	7			7.296			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	37 51	1,683			43 812			
R&B (POTS) excl SB Or	11 00	1			0.000			
R&B (POTS) excl SB Or	19 87	116			23 816			
R&B (POTS) excl SB Or	13.50	6			7 176			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp	37 33	1,693	9 60	5	43 744	19 59173	1.4156	YES
R&B - Disp	11.00	1			0 000			
R&B - Disp	20 23	117	73 00	1	24 316	24 41959	-2 1609	NO
R&B - Disp	14 71	7	10 00	1	7 296	7 80018	0 6044	YES
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	37 51	1,683	55 00	2	43 812	30 99845	-0 5643	YES
R&B (POTS) excl SB Or	11 00	1			0.000			
R&B (POTS) excl SB Or	19 87	116			23 816			
R&B (POTS) excl SB Or	13 50	6			7 176			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
Design	46 59	17			56 884			
Design								
Design	61 97	31			75 809			
Design								
Design								
Design	20 00	1			0 000			
R&B	37 33	1,693			43.744			
R&B	11 00	1			0.000			
R&B	20 23	117			24.031			
R&B	14.71	7			7 296			
R&B								
R&B								
R&B (POTS)	37 51	1,683			43 812			
R&B (POTS)	11 00	1			0 000			
R&B (POTS)	19 87	116	1619 00	4	23 816	12 11167	-132 0321	NO
R&B (POTS)	13 50	6			7 176			
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 3	P-1	INP (Standalone)/>=10 circuits/Other/FL (days)	R&B (POTS)								
B 2 3 17 1 1	P-1	LNP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	37 51	1,683			43 812			
B 2 3 17 1 2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)	11 00	1			0 000			
B 2 3 17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	19 87	116			23 816			
B 2 3 17 2 1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL (days)	R&B (POTS)	13 50	6			7.176			
B 2 3 17 2 2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL (days)	R&B (POTS)								
B 2 3 17 2 3	P-1	LNP (Standalone)/>=10 circuits/Other/FL (days)	R&B (POTS)								
B 2 3 18 1 1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL (days)	Digital Loop < DS1								
B 2.3 18 1 2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL (days)	Digital Loop < DS1								
B 2 3 18 1 3	P-1	Digital Loop < DS1/<10 circuits/Other/FL (days)	Digital Loop < DS1								
B 2 3 18 2 1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL (days)	Digital Loop < DS1								
B 2 3 18 2 2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL (days)	Digital Loop < DS1								
B 2 3 18 2 3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL (days)	Digital Loop < DS1								
B 2 3 19 1 1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL (days)	Digital Loop >= DS1	48 17	6	28 36	11	38 598	19 58923	1.0109	YES
B 2 3 19 1 2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL (days)	Digital Loop >= DS1								
B 2.3 19 1 3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL (days)	Digital Loop >= DS1	304 75	4	18 00	1	366 236	409 46407	0 7003	YES
B 2 3 19 2 1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL (days)	Digital Loop >= DS1								
B 2 3 19 2 2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL (days)	Digital Loop >= DS1								
B 2 3 19 2 3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL (days)	Digital Loop >= DS1								
		% Jeopardies - Mechanized									
B 2 5 1	P-2	Switch Ports/FL (%)	R&B (POTS)	1 00%	875,491						
B 2 5 2	P-2	Local Interoffice Transport/FL (%)	DS1/ DS3 - Interoffice								
B 2 5 3	P-2	Loop + Port Combinations/FL (%)	R&B	1 01%	877,901	0 14%	9,149		0 00105	8 2745	YES
B 2 5 4	P-2	Combo Other/FL (%)	R&B&D - Disp	1 22%	886,951						
B 2 5 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	ADSL to Retail	6 00%	50						
B 2 5 6	P-2	UNE ISDN/FL (%)	ISDN - BRI								
B 2 5 7	P-2	Line Sharing/FL (%)	ADSL to Retail	6 00%	50						
B 2 5 8	P-2	2W Analog Loop Design/FL (%)	R&B - Disp	1 01%	877,901	8 56%	2,546		0 00198	-38.0655	NO
B 2 5 9	P-2	2W Analog Loop Non-Design/FL (%)	R&B (POTS) excl SB Or	1 71%	514,903	5 45%	1,083		0 00394	-9 4913	NO
B 2 5 10	P-2	2W Analog Loop w/INP Design/FL (%)	R&B - Disp	1 01%	877,901	100 00%	5		0 04470	-22.1468	NO
B 2 5 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	R&B (POTS) excl SB Or	1 71%	514,903						
B 2 5 12	P-2	2W Analog Loop w/LNP Design/FL (%)	R&B - Disp	1 01%	877,901						
B 2 5.13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	R&B (POTS) excl SB Or	1 71%	514,903						
B 2 5 14	P-2	Other Design/FL (%)	Design	21 97%	9,050	1 26%	318		0 02362	8 7670	YES
B 2 5 15	P-2	Other Non-Design/FL (%)	R&B	1 01%	877,901	0 00%	60		0.01290	0 7820	YES
B 2 5 16	P-2	INP (Standalone)/FL (%)	R&B (POTS)	Available with May data							
B 2 5 17	P-2	LNP (Standalone)/FL (%)	R&B (POTS)	Available with May data							
B 2 5 18	P-2	Digital Loop < DS1/FL (%)	Digital Loop < DS1								
B 2 5 19	P-2	Digital Loop >= DS1/FL (%)	Digital Loop >= DS1								
		% Jeopardies - Non-Mechanized									
B 2 6 1	P-2	Switch Ports/FL (%)	Diagnostic	Available with May data							
B 2 6 2	P-2	Local Interoffice Transport/FL (%)	Diagnostic	Available with May data							
B 2 6 3	P-2	Loop + Port Combinations/FL (%)	Diagnostic	Available with May data							
B 2 6 4	P-2	Combo Other/FL (%)	Diagnostic	Available with May data							
B 2 6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			12 00%	372				Diagnostic
B 2 6 6	P-2	UNE ISDN/FL (%)	Diagnostic			35.00%	372				Diagnostic
B 2 6 7	P-2	Line Sharing/FL (%)	Diagnostic			0 00%	60				Diagnostic
B 2 6 8	P-2	2W Analog Loop Design/FL (%)	Diagnostic	Available with May data							
B 2 6 9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic	Available with May data							
B 2 6 10	P-2	2W Analog Loop w/INP Design/FL (%)	Diagnostic			12 00%	293				Diagnostic
B 2 6 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			13.00%	150				Diagnostic
B 2 6 12	P-2	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			9 00%	1,128				Diagnostic
B 2 6 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			6 00%	623				Diagnostic
B 2 6 14	P-2	Other Design/FL (%)	Diagnostic	Available with May data							
B 2 6 15	P-2	Other Non-Design/FL (%)	Diagnostic	Available with May data							
B 2 6 16	P-2	INP (Standalone)/FL (%)	Diagnostic	Available with May data							
B 2 6 17	P-2	LNP (Standalone)/FL (%)	Diagnostic	Available with May data							
B 2 6 18	P-2	Digital Loop < DS1/FL (%)	Diagnostic			35 00%	372				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 6 19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			28.00%	445				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B 2 8 1	P-2	Switch Ports/FL (hours)	>= 48 hrs								
B 2 8 2	P-2	Local Interoffice Transport/FL (hours)	>= 48 hrs								
B 2 8 3	P-2	Loop + Port Combinations/FL (hours)	>= 48 hrs			147 69	13				YES
B 2 8 4	P-2	Combo Other/FL (hours)	>= 48 hrs								
B 2 8 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 6	P-2	UNE ISDN/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 7	P-2	Line Sharing/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 8	P-2	2W Analog Loop Design/FL (hours)	>= 48 hrs			191 01	218				YES
B 2 8 9	P-2	2W Analog Loop Non-Design/FL (hours)	>= 48 hrs			164 34	59				YES
B 2 8 10	P-2	2W Analog Loop w/INP Design/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 11	P-2	2W Analog Loop w/INP Non-Design/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 12	P-2	2W Analog Loop w/LNP Design/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 14	P-2	Other Design/FL (hours)	>= 48 hrs			114 00	4				YES
B 2 8 15	P-2	Other Non-Design/FL (hours)	>= 48 hrs								
B 2 8 16	P-2	INP (Standalone)/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 17	P-2	LNP (Standalone)/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 18	P-2	Digital Loop < DS1/FL (hours)	>= 48 hrs	Available with May data							
B 2 8 19	P-2	Digital Loop >= DS1/FL (hours)	>= 48 hrs	Available with May data							
		Average Jeopardy Notice Interval - Non-Mechanized									
B 2 9 1	P-2	Switch Ports/FL (hours)	Diagnostic	Available with May data							
B 2 9 2	P-2	Local Interoffice Transport/FL (hours)	Diagnostic	Available with May data							
B 2 9 3	P-2	Loop + Port Combinations/FL (hours)	Diagnostic	Available with May data							
B 2 9 4	P-2	Combo Other/FL (hours)	Diagnostic	Available with May data							
B 2 9 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (hours)	Diagnostic			208 21	45				Diagnostic
B 2 9 6	P-2	UNE ISDN/FL (hours)	Diagnostic			271 05	132				Diagnostic
B 2 9 7	P-2	Line Sharing/FL (hours)	Diagnostic								Diagnostic
B 2 9 8	P-2	2W Analog Loop Design/FL (hours)	Diagnostic	Available with May data							
B 2 9 9	P-2	2W Analog Loop Non-Design/FL (hours)	Diagnostic	Available with May data							
B 2 9 10	P-2	2W Analog Loop w/INP Design/FL (hours)	Diagnostic			145 44	36				Diagnostic
B 2 9 11	P-2	2W Analog Loop w/INP Non-Design/FL (hours)	Diagnostic			152 54	19				Diagnostic
B 2 9 12	P-2	2W Analog Loop w/LNP Design/FL (hours)	Diagnostic			169 43	104				Diagnostic
B 2 9 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	Diagnostic			116.69	38				Diagnostic
B 2 9 14	P-2	Other Design/FL (hours)	Dragnostic	Available with May data							
B 2 9 15	P-2	Other Non-Design/FL (hours)	Diagnostic	Available with May data							
B 2 9 16	P-2	INP (Standalone)/FL (hours)	Diagnostic	Available with May data							
B 2 9 17	P-2	LNP (Standalone)/FL (hours)	Diagnostic	Available with May data							
B 2 9 18	P-2	Digital Loop < DS1/FL (hours)	Diagnostic			271 05	132				Diagnostic
B 2 9 19	P-2	Digital Loop >= DS1/FL (hours)	Diagnostic			217.22	123				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B 2 10 1	P-2	Switch Ports/FL (%)	95% >= 48 hrs								
B 2 10 2	P-2	Local Interoffice Transport/FL (%)	95% >= 48 hrs								
B 2 10 3	P-2	Loop + Port Combinations/FL (%)	95% >= 48 hrs								
B 2 10 4	P-2	Combo Other/FL (%)	95% >= 48 hrs								
B 2 10 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 6	P-2	UNE ISDN/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 7	P-2	Line Sharing/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 8	P-2	2W Analog Loop Design/FL (%)	95% >= 48 hrs								
B 2 10 9	P-2	2W Analog Loop Non-Design/FL (%)	95% >= 48 hrs								
B 2 10 10	P-2	2W Analog Loop w/INP Design/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 12	P-2	2W Analog Loop w/LNP Design/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 14	P-2	Other Design/FL (%)	95% >= 48 hrs								
B 2 10 15	P-2	Other Non-Design/FL (%)	95% >= 48 hrs								
B 2 10 16	P-2	INP (Standalone)/FL (%)	95% >= 48 hrs	Available with May data							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 10 17	P-2	LNP (Standalone)/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 18	P-2	Digital Loop < DS1/FL (%)	95% >= 48 hrs	Available with May data							
B 2 10 19	P-2	Digital Loop >= DS1/FL (%)	95% >= 48 hrs	Available with May data							
B 2 11 1	P-2	Switch Ports/FL (%)	Diagnostic	Available with May data							
B 2 11 2	P-2	Local Interoffice Transport/FL (%)	Diagnostic	Available with May data							
B 2 11 3	P-2	Loop + Port Combinations/FL (%)	Diagnostic	Available with May data							
B 2 11 4	P-2	Combo Other/FL (%)	Diagnostic	Available with May data							
B 2 11 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)	Diagnostic			9 00%	45				Diagnostic
B 2 11 6	P-2	UNE ISDN/FL (%)	Diagnostic			5 00%	132				Diagnostic
B 2 11 7	P-2	Line Sharing/FL (%)	Diagnostic								Diagnostic
B 2 11 8	P-2	2W Analog Loop Design/FL (%)	Diagnostic	Available with May data							
B 2 11 9	P-2	2W Analog Loop Non-Design/FL (%)	Diagnostic	Available with May data							
B 2 11 10	P-2	2W Analog Loop w/INP Design/FL (%)	Diagnostic			19 00%	36				Diagnostic
B 2 11 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)	Diagnostic			11 00%	19				Diagnostic
B 2 11 12	P-2	2W Analog Loop w/LNP Design/FL (%)	Diagnostic			4 00%	104				Diagnostic
B 2 11 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	Diagnostic			5 00%	38				Diagnostic
B 2 11 14	P-2	Other Design/FL (%)	Diagnostic	Available with May data							
B.2 11.15	P-2	Other Non-Design/FL (%)	Diagnostic	Available with May data							
B 2 11 16	P-2	INP (Standalone)/FL (%)	Diagnostic	Available with May data							
B 2 11 17	P-2	LNP (Standalone)/FL (%)	Diagnostic	Available with May data							
B 2 11 18	P-2	Digital Loop < DS1/FL (%)	Diagnostic			5 00%	132				Diagnostic
B 2 11 19	P-2	Digital Loop >= DS1/FL (%)	Diagnostic			5 00%	123				Diagnostic
B 2 12 1	P		>= 95% w in 15 min								
B 2 12 2	P		>= 95% w in 15 min			99.32%	6,612				YES
		% Hot Cuts > 15 minutes Early									
B 2 13 1	P-7A	Time-Specific SL1/FL (%)	<= 5%			0 25%	408				YES
B 2 13 2	P-7A	Time-Specific SL2/FL (%)	<= 5%			0 68%	592				YES
B 2 13 3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%			0 00%	17				YES
B 2 13 4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0 38%	1,053				YES
B 2 14 1	P-7A	Time-Specific SL1/FL (%)	>= 95% w in 15 min			98 28%	408				YES
B 2 14 2	P-7A	Time-Specific SL2/FL (%)	>= 95% w in 15 min			97 97%	592				YES
B 2 14 3	P-7A	Non-Time Specific SL1/FL (%)	>= 95% w in 15 min			100.00%	17				YES
B 2 14 4	P-7A	Non-Time Specific SL2/FL (%)	>= 95% w in 15 min			99 61%	1,030				YES
		>									
B 2 15 1	P-7A	Time-Specific SL1/FL (%)	<= 5%			1 47%	408				YES
B 2 15.2	P-7A	Time-Specific SL2/FL (%)	<= 5%			1 35%	592				YES
B 2 15 3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%			0 00%	17				YES
B 2 15 4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%			0 19%	1,030				YES
		Average Recovery Time - CCC									
B.2 16 1	P-7B	Loops with INP/FL (time units)	Diagnostic	Available with May data							
B 2 16 2	P-7B	Loops with LNP/FL (time units)	Diagnostic	Available with May data							
B 2 17 1 1	P-7C	UNE Loop Non-Design/Dispatch/FL (%)	<= 5%								
B 2 17 1 2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL (%)	<= 5%								
B 2 17 2 1	P-7C	UNE Loop Design/Dispatch/FL (%)	<= 5%								
B 2 17 2 2	P-7C	UNE Loop Design/Non-Dispatch/FL (%)	<= 5%								
		% Missed Installation Appointments									
B 2 18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	5 15%	113,266						
B 2 18 1 1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 06%	760,415						
B 2 18 1 2 1	P-3	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	6 03%	481						
B 2 18 1 2 2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 00%	79						
B 2 18 2 1 1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3	4 95%	2,443	0 00%	14		0.05814	0 8514	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 18 2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B 2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)	DS1/DS3								
B 2 18 2 2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)	R&B	5 14%	113,843	6 03%	315		0.01246	-0 7140	YES
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	0 06%	762,089	0 36%	8,512		0 00027	-11 2792	NO
B 2 18 3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	6 53%	505	38 46%	13		0 06942	-4 5989	NO
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	0 00%	231	0 00%	14		0 00000		YES
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	5 10%	121,530						
B 2 18 4 1 2	P-3	Combo Other/<10 circuits/Non-Dispatch/FL (%)	R&B&D - Disp	5 10%	121,530						
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	6 52%	506						
B 2 18 4 2 2	P-3	Combo Other/>=10 circuits/Non-Dispatch/FL (%)	R&B&D - Disp	6 52%	506						
B 2 18 5 1 1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	10 42%	18,256	1 23%	653		0 01217	7.5527	YES
B 2 18 5 1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	10 42%	18,256	0 00%	11		0 09215	1 1308	YES
B 2 18 5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	8 33%	12						
B 2 18 5 2 2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	8 33%	12						
B 2 18 6 1 1	P-3	UNE ISDN/<10 circuits/Dispatch/FL (%)	ISDN - BRI	9 77%	512	9.75%	554		0 01820	0 0110	YES
B 2 18 6 1 2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	9 77%	512						
B 2 18 6 2 1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL (%)	ISDN - BRI								
B 2 18 6 2 2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN - BRI								
B 2 18 7 1 1	P-3	Line Sharing/<10 circuits/Dispatch/FL (%)	ADSL to Retail	10 42%	18,256	0 00%	1		0 30553	0.3410	YES
B 2 18 7 1 2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	10 42%	18,256	0.00%	62		0 03887	2 6809	YES
B 2 18.7 2 1	P-3	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	8 33%	12						
B 2 18 7 2 2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	8.33%	12						
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5 14%	113,843	1 00%	3,306		0 00390	10 6277	YES
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5 14%	113,843						
B 2 18 8 2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	6 53%	505	2 63%	38		0 04157	0 9393	YES
B 2 18 8 2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	6 53%	505						
B 2.18 9 1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5 15%	113,266	4 71%	488		0 01002	0 4313	YES
B 2 18 9 1 2	P-3	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 11%	399,969	0 35%	571		0 00141	-1.6899	NO
B 2 18 9 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	6 03%	481	3 57%	28		0 04627	0 5311	YES
B 2 18 9.2 2	P-3	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	71	0 00%	24		0 00000		YES
B 2 18 10 1 1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5 14%	113,843	2 30%	435		0 01051	2 6777	YES
B 2 18 10 1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5 14%	113,843						
B 2 18 10 2 1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	6 53%	505	0 00%	4		0 12406	0 5267	YES
B 2 18 10.2 2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	6 53%	505						
B 2 18.11 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5.15%	113,266	5 59%	143		0 01849	-0 2405	YES
B 2 18 11 1 2	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 11%	399,969	0 00%	27		0.00646	0 1746	YES
B 2 18 11.2 1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	6.03%	481	0 00%	15		0 06241	0.9661	YES
B 2 18 11 2 2	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	71	0 00%	2		0 00000		YES
B 2 18 12.1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	5 14%	113,843	0.91%	1,762		0.00530	7 9801	YES
B 2 18 12 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	5 14%	113,843						
B 2 18 12 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	6 53%	505	4 55%	22		0.05383	0 3687	YES
B 2 18 12 2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	6 53%	505						
B 2 18 13 1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	5.15%	113,266	3 99%	301		0 01275	0.9062	YES
B 2 18 13 1 2	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0.11%	399,969	0 40%	497		0 00151	-1 9069	NO
B 2 18 13 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	6.03%	481	9 09%	11		0 07258	-0 4217	YES
B 2 18 13 2 2	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	71	0 00%	20		0 00000		YES
B 2 18 14 1 1	P-3	Other Design/<10 circuits/Dispatch/FL (%)	Design	4.58%	7,687	0.31%	320		0.01193	3.5776	YES
B 2 18 14 1 2	P-3	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	3 99%	577						
B 2 18 14 2.1	P-3	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0 00%	1						
B 2 18 14.2 2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design								
B 2 18 15 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	5.14%	113,843	0 00%	9		0 07361	0.6983	YES
B 2 18 15 1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	0 06%	762,089	1 79%	56		0 00326	-5 2875	NO
B 2 18 15 2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	6 53%	505						
B 2 18 15 2 2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	0 00%	231						
B 2 18 16 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	5 15%	113,266						
B 2 18 16 1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 06%	760,415						
B.2 18 16 2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	6 03%	481						
B 2 18 16 2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 00%	79						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 18 17 1	P-12	LNP (Standalone)/<10 circuits/FL (%)	R&B (POTS)	0 72%	873,681	0 08%	9,546		0 00087	7 3474	YES
B 2 18 17 2	P-12	LNP (Standalone)/>=10 circuits/FL (%)	R&B (POTS)	5 18%	560	0 00%	107		0 02338	2 2150	YES
B 2 18 18 1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1	7.32%	615	9 75%	554		0.01526	-1.5927	YES
B 2.18 18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	2 86%	35						
B 2 18 18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1								
B.2 18.18 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	0 00%	1						
B 2 18 19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	13 13%	99						
B 2 18 19 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	13 13%	99						
B 2 18.19 2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1								
B 2 18 19 2 2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1								
		% Provisioning Troubles within 30 Days									
B 2 19 1 1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)	4 14%	116,011						
B 2 19 1 1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	2.60%	717,708						
B 2 19 1 2 1	P-9	Switch Ports/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	4 62%	585						
B 2 19.1 2 2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	0 00%	59						
B 2 19 2.1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)	DS1/DS3	0 43%	3,701	5 26%	19		0.01505	-3 2093	NO
B 2 19 2 1 2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)	DS1/DS3	0 00%	1						
B 2 19 2 2 1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)	DS1/DS3	0 00%	2						
B 2 19 2 2 2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)	DS1/DS3								
B 2 19 3 1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)	R&B	4 12%	116,579	4.70%	234		0 01300	-0.4467	YES
B 2 19 3 1 2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)	R&B	2 59%	719,653	2 80%	10,611		0 00155	-1 3353	YES
B 2 19.3 2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)	R&B	4.30%	651	0 00%	11		0 06169	0 6973	YES
B 2 19 3 2 2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)	R&B	0 65%	306	2 13%	47		0 01262	-1.1695	YES
B.2 19 4 1.1	P-9	Combo Other/<10 circuits/Dispatch/FL (%)	R&B&D - Disp	4 03%	124,470						
B 2.19 4 1 2	P-9	Combo Other/<10 circuits/Non-Dispatch/FL (%)	R&B&D - Disp	4 03%	124,470						
B 2 19 4 2 1	P-9	Combo Other/>=10 circuits/Dispatch/FL (%)	R&B&D - Disp	4 29%	652						
B 2 19 4 2 2	P-9	Combo Other/>=10 circuits/Non-Dispatch/FL (%)	R&B&D - Disp	4.29%	652						
B 2 19 5 1 1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)	ADSL to Retail	0 00%	20,078	3 09%	711		0 00000		NO
B 2 19 5 1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0 00%	27,793	0 00%	2		0 00000		YES
B 2 19.5 2 1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0 00%	9						
B 2 19 5 2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0 00%	1						
B 2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL (%)	ISDN - BRI	0 00%	573	4 70%	766		0 00000		NO
B 2 19 6 1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	0 00%	626						
B 2 19 6 2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL (%)	ISDN - BRI								
B 2 19 6 2 2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN - BRI	0 00%	1						
B 2 19 7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/FL (%)	ADSL to Retail	0 00%	20,078	0 00%	1		0 00000		YES
B 2 19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0 00%	27,793	0 00%	127		0 00000		YES
B 2 19 7 2 1	P-9	Line Sharing/>=10 circuits/Dispatch/FL (%)	ADSL to Retail	0 00%	9						
B 2 19 7.2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL (%)	ADSL to Retail	0.00%	1						
B 2 19 8 1 1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.12%	116,579	1 35%	4,597		0.00299	9 2664	YES
B 2 19 8 1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4 12%	116,579						
B 2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	4 30%	651	16 67%	42		0 03230	-3 8295	NO
B 2 19 8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.30%	651						
B 2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4.14%	116,011	0 00%	457		0 00933	4 4316	YES
B 2 19 9 1 2	P-9	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	2 48%	358,052	0 00%	527		0 00678	3 6612	YES
B 2 19 9 2 1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 62%	585	0 00%	18		0 05021	0 9192	YES
B 2 19 9 2 2	P-9	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	46	0 00%	19		0 00000		YES
B 2.19 10 1 1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.12%	116,579	7 69%	13		0 05512	-0 6478	YES
B 2 19 10 1 2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.12%	116,579						
B 2.19 10 2 1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	4 30%	651	0 00%	1		0 20304	0.2118	YES
B 2 19 10 2 2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.30%	651						
B 2 19 11 1 1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4.14%	116,011	0 00%	6		0 08129	0 5088	YES
B 2 19.11 1 2	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	2.48%	358,052	0 00%	9		0 05186	0 4788	YES
B 2 19.11 2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 62%	585						
B 2 19 11.2 2	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	46						
B 2 19 12 1 1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	4.12%	116,579	1 97%	2,938		0 00371	5 7891	YES
B 2 19 12 1 2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4 12%	116,579						
B 2 19 12 2 1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	4 30%	651	0 00%	31		0 03730	1.1532	YES
B 2 19 12 2 2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	4.30%	651						

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B 2 19 13 1 1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 14%	116,011	0 00%	240		0 01287	3 2145	YES
B 2 19.13.1 2	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	2 48%	358,052	0 00%	432		0 00749	3 3153	YES
B 2.19 13 2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	4 62%	585	0 00%	11		0 06385	0 7228	YES
B 2 19 13 2 2	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS) excl SB Or	0 00%	46	0 00%	16		0 00000		YES
B 2 19 14 1 1	P-9	Other Design/<10 circuits/Dispatch/FL (%)	Design	2 79%	7,891	0 00%	157		0 01327	2 1012	YES
B 2 19 14 1 2	P-9	Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	0 00%	531						
B 2 19 14 2 1	P-9	Other Design/>=10 circuits/Dispatch/FL (%)	Design	0 00%	1						
B.2 19.14 2 2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design								
B 2 19 15 1 1	P-9	Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	4 12%	116,579	0.00%	10		0 06285	0.6554	YES
B.2 19 15 1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	2 59%	719,653	0 00%	57		0.02105	1 2316	YES
B 2 19 15 2 1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	4 30%	651						
B 2 19.15 2 2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	0 65%	306						
B 2 19 16 1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)								
B 2 19 16.1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)								
B 2 19 16.2 1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)								
B 2 19 16 2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)								
B 2 19 17 1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)								
B 2.19.17 1 2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)								
B 2 19.17 2 1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)								
B 2.19 17 2 2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)								
B 2 19 18 1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1			2 53%	79				
B 2 19 18 1 2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B 2 19 18 2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1								
B 2 19.18 2 2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1								
B 2.19 19 1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	0 00%	167	5 67%	688		0.00000		NO
B 2 19 19 1 2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0 00%	33						
B 2 19 19 2 1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1								
B 2 19 19 2 2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1								
		Average Completion Notice Interval - Mechanized									
B.2 21 1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 09	64,315			22 590			
B 2 21.1 1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1 56	627,990			9 742			
B 2 21 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 42	365			21.291			
B 2 21.1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1 15	69			4 874			
B 2 21 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/Fl. (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2 21 2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (hours)	DS1/ DS3 - Interoffice								
B 2 21 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL (hours)	R&B	5 09	64,791	7 45	94	22 597	2 33236	-1 0114	YES
B 2 21 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	R&B	1 56	629,273	2 58	4,573	9 773	0.14504	-7 0130	NO
B 2 21 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	R&B	*Available with May data*							
B 2 21 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	R&B	*Available with May data*							
B 2 21 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	R&B	9 81	386	40 45	7	83.455	31 82787	-0 9628	YES
B 2.21.3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1 30	199			5 917			
B 2 21 3 2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	R&B	*Available with May data*							
B 2 21 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	R&B	*Available with May data*							
B 2 21 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	R&B&D - Disp	13 01	70,454			97 588			
B 2 21 4 1 2	P-5	Combo Other/<10 circuits/Non-Dispatch/FL (hours)	R&B&D - Disp	13 01	70,454			97 588			
B 2 21 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	R&B&D - Disp	9 81	386			83 455			
B 2 21 4 2 2	P-5	Combo Other/>=10 circuits/Non-Dispatch/FL (hours)	R&B&D - Disp	9 81	386			83.455			
B 2 21 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							
B 2 21 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							
B 2 21 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							
B 2 21 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							
B 2 21 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL (hours)	ISDN - BRI	*Available with May data*							
B 2 21 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI	*Available with May data*							
B 2 21 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN - BRI	*Available with May data*							
B 2 21 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI	*Available with May data*							
B 2 21 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							
B 2 21 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	*Available with May data*							

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B 2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail					Available with May data			
B 2 21.7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail					Available with May data			
B 2 21 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	5 09	64,791	33 80	257	22 597	1 41234	-20 3273	NO
B 2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	5 09	64,791			22 597			
B 2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	9 81	386	0.02	1	83 455	83 56333	0 1171	YES
B 2 21 8.2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	9 81	386			83.455			
B 2 21 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	5 09	64,315			22 590			
B 2 21 9 1 2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or	1 00	302,763			7 364			
B 2 21 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	5 42	365			21 291			
B 2 21 9 2 2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or	1 23	62			5 140			
B 2.21 10.1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B.2 21 11.1 2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 11.2 2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp					Available with May data			
B.2.21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 12.2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp					Available with May data			
B 2 21 13.1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 13 1 2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 13 2 2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS) excl SB Or					Available with May data			
B 2 21 14 1.1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Design	103 56	5,663			322 086			
B 2 21 14 1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Design	34 05	415			122 704			
B 2 21 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Design								
B 2 21 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Design								
B 2 21 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	R&B	5 09	64,791			22 597			
B 2 21 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B	1 56	629,273			9 773			
B 2 21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B	9 81	386			83 455			
B 2 21 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1 30	199			5 917			
B 2 21 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 09	64,316			22 590			
B 2 21 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)					Available with May data			
B 2 21 16 2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 42	365			21 291			
B 2 21 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)					Available with May data			
B 2 21 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 09	64,315			22 590			
B 2 21 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)					Available with May data			
B 2 21.17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	5 42	365			21 291			
B 2 21 17 2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)					Available with May data			
B 2 21 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop < DS1					Available with May data			
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1					Available with May data			
B 2.21 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop < DS1					Available with May data			
B 2 21.18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1					Available with May data			
B 2 21 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1					Available with May data			
B 2 21 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1					Available with May data			
B 2 21 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop >= DS1					Available with May data			
B 2 21 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Digital Loop >= DS1					Available with May data			

Average Completion Notice Interval - Non-Mechanized

B 2 22 1.1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B 2 22 1 1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic					Available with May data			
B 2 22 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B 2 22 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic					Available with May data			
B 2 22 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	Diagnostic					Available with May data			
B 2 22 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic					Available with May data			
B 2 22 2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL (hours)	Diagnostic					Available with May data			
B 2 22 2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic					Available with May data			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	Diagnostic				Available with May data				
B 2 22 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	Diagnostic				Available with May data				
B 2 22 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 4 1 2	P-5	Combo Other/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 4 2 2	P-5	Combo Other/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 9 1 2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 9 2 1			Diagnostic				Available with May data				
B 2 22 9 2 2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 11 1 2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 11 2 2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 13 1 2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 13 2 2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 14 1 1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic				Available with May data				
B 2 22 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic				Available with May data				
			Diagnostic								Diagnostic
			Diagnostic				Available with May data				
			Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B 2 22 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic
B 2 22 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 18 1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic								
B 2 22 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 18 2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
B 2 22 18 2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)	Diagnostic								
B 2 22 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
B 2 22 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)	Diagnostic								
B 2 22 19 2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								
		Total Service Order Cycle Time									
B 2 23 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic			21 00	9				Diagnostic
B 2 23 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 3 1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			5 12	114				Diagnostic
B 2 23 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1 88	3,245				Diagnostic
B 2 23 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			6 33	6				Diagnostic
B 2 23 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7 00	1				Diagnostic
B 2 23 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			7 55	62				Diagnostic
B 2 23 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 5 2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			10 23	304				Diagnostic
B 2 23 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 7 1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic			4.00	1				Diagnostic
B 2 23 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 38	34				Diagnostic
B 2 23 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			11.16	253				Diagnostic
B 2 23 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			10 00	3				Diagnostic
B 2 23 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8 32	206				Diagnostic
B 2 23 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.67	226				Diagnostic
B 2 23 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			10 20	10				Diagnostic
B 2 23 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			10.71	14				Diagnostic
B 2 23 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6 63	107				Diagnostic
B 2 23 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23.10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			3 00	1				Diagnostic
B 2 23 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			5 51	69				Diagnostic
B 2 23 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 56	9				Diagnostic
B 2 23 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			7 20	5				Diagnostic
B 2 23 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 00	2				Diagnostic
B 2 23.12 1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			9 89	372				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 23 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			12.67	6				Diagnostic
B 2 23 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			7.11	132				Diagnostic
B 2 23 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2770 06	204				Diagnostic
B 2 23 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			10 00	5				Diagnostic
B 2 23 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			B 77	13				Diagnostic
B 2 23 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic			9.77	30				Diagnostic
B 2 23 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			12 00	3				Diagnostic
B 2 23 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			11.10	20				Diagnostic
B 2 23 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 23 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered)									
B 2 27 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic			21.00	9				Diagnostic
B 2 27 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			5 14	102				Diagnostic
B 2 27 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1 91	2,387				Diagnostic
B 2 27 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			6 33	6				Diagnostic
B 2 27 3.2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7 00	1				Diagnostic
B 2 27 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic			7 06	54				Diagnostic
B 2 27 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27.5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			10.89	262				Diagnostic
B 2 27 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 7 1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic			4 00	1				Diagnostic
B 2 27 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4 39	33				Diagnostic
B 2 27 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic

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B 2 27 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			12.04	140				Diagnostic
B 2 27 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			12.00	2				Diagnostic
B 2 27 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			8.48	174				Diagnostic
B 2 27 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			7 68	205				Diagnostic
B 2 27 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			11 86	7				Diagnostic
B 2 27 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			11 00	13				Diagnostic
B 2 27 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6 97	88				Diagnostic
B 2 27 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			3 00	1				Diagnostic
B 2 27 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			5 90	48				Diagnostic
B 2 27 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5 40	5				Diagnostic
B 2 27 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.33	3				Diagnostic
B 2 27 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 00	2				Diagnostic
B 2 27 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)	Diagnostic			9 68	336				Diagnostic
B 2 27 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			12.67	6				Diagnostic
B 2 27 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			6 96	124				Diagnostic
B 2 27 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2912 48	194				Diagnostic
B 2 27 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			11 25	4				Diagnostic
B 2 27 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			9 00	12				Diagnostic
B 2 27 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)	Diagnostic			12.21	14				Diagnostic
B 2 27 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			12 00	3				Diagnostic
B 2 27 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			8 33	15				Diagnostic
B 2 27 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 18 2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 27 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
Disconnect Timeliness											
B 2 31 1	P-13	LNP/<10 circuits/FL (%)	>= 95% w In 15 min			1 04%	9,766				NO
B 2 31 2	P-13	LNP/>=10 circuits/FL (%)	>= 95% w In 15 min			2 16%	5,743				NO
% Completions w/o Notice or < 24 hours											
B 2 32 1 1	P-6	Switch Ports/Dispatch/FL (%)	Diagnostic								Diagnostic
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/FL (%)	Diagnostic								*Available with May data*
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/FL (%)	Diagnostic								*Available with May data*
B 2 32 2 2	P-6	Local Interoffice Transport/Non-Dispatch/FL (%)	Diagnostic								*Available with May data*
B 2 32 3 1	P-6	Loop + Port Combinations/Dispatch/FL (%)	Diagnostic								*Available with May data*

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B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 4 1	P-6	Combo Other/Dispatch/FL (%)	Diagnostic								
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 5 1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	Diagnostic								
B 2 32 5 2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 6 1	P-6	UNE ISDN/Dispatch/FL (%)	Diagnostic								
B 2 32 6.2	P-6	UNE ISDN/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 7 1	P-6	Line Sharing/Dispatch/FL (%)	Diagnostic								
B 2 32 7 2	P-6	Line Sharing/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 8 1	P-6	2W Analog Loop Design/Dispatch/FL (%)	Diagnostic								
B 2 32 8 2	P-6	2W Analog Loop Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/FL (%)	Diagnostic								
B 2 32 9 2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 10 1	P-6	2W Analog Loop w/INP Design/Dispatch/FL (%)	Diagnostic								
B 2 32 10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL (%)	Diagnostic								
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL (%)	Diagnostic								
B 2 32 12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 13 1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL (%)	Diagnostic								
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32.14 1	P 6	Other Design/Dispatch/FL (%)	Diagnostic								
B 2 32 14 2	P-6	Other Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 15 1	P-6	Other Non-Design/Dispatch/FL (%)	Diagnostic								
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 16 1	P-6	INP (Standalone)/Dispatch/FL (%)	Diagnostic								
B 2 32 16 2	P-6	INP (Standalone)/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/FL (%)	Diagnostic								
B 2 32 17 2	P-6	LNP (Standalone)/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 18 1	P-6	Digital Loop < DS1/Dispatch/FL (%)	Diagnostic								
B 2.32 18 2	P-6	Digital Loop < DS1/Non-Dispatch/FL (%)	Diagnostic								
B 2 32 19 1	P-6	Digital Loop >= DS1/Dispatch/FL (%)	Diagnostic								
B 2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/FL (%)	Diagnostic								
		% Cooperative Test Attempts for xDSL									
B 2 33 1	P-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% of requests			98 30%	418				YES
B 2 33 2	P-8	xDSL Other/FL (%)	>= 95% of requests								
		Service Order Accuracy									
B 2 34 1 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%			87 50%	8				NO
B 2 34 1 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%								
B 2 34 1 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%								
B 2 34 1 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%								
B 2 34 2 1 1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL (%)	>= 95%			68 42%	19				NO
B 2.34 2 1 2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)	>= 95%			66 67%	195				NO
B 2 34 2 2 1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL (%)	>= 95%			50 00%	2				NO
B 2 34 2 2 2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			66 67%	24				NO
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B 3 1 1 1	M&R-1	Switch Ports/Dispatch/FL (%)	R&B (POTS)	9 89%	99,567						
B 3 1 1 2	M&R-1	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)								
B 3 1 2 1	M&R-1	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0 52%	768	0 00%	1		0 07197	0 0723	YES
B 3 1 2 2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0 35%	578	0 00%	6		0 02423	0 1444	YES
B 3 1 3 1	M&R-1	Loop + Port Combinations/Dispatch/FL (%)	R&B	10 02%	100,841	9 43%	870		0 01022	0 5740	YES
B 3 1 3 2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	2 25%	64,551	4 27%	515		0 00656	-3 0869	NO
B 3 1 4 1	M&R-1	Combo Other/Dispatch/FL (%)	R&B&D - Disp	9 78%	104,071						
B 3 1 4 2	M&R-1	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	9 78%	104,071						
B 3 1 5 1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	3 85%	52		0 05926	3 2937	YES

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B3152	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	22		0 09060	2 5794	YES
B3161	M&R-1	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	5 86%	273	5 26%	95		0 02798	0 2145	YES
B3162	M&R-1	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	5 86%	273	3 03%	66		0 03222	0 8784	YES
B3171	M&R-1	Line Sharing/Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	4		0 21175	1.1036	YES
B3172	M&R-1	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	21		0 09272	2.5206	YES
B3181	M&R-1	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	10 02%	100,841	3 58%	1,256		0 00852	7 5482	YES
B3182	M&R-1	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	10 02%	100,841	1 37%	366		0 01572	5.5025	YES
B3191	M&R-1	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	10 02%	100,841	11 03%	399		0 01506	-0 6712	YES
B3192	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	10 02%	100,841	5 26%	19		0.06888	0 6901	YES
B31101	M&R-1	Other Design/Dispatch/FL (%)	Design	2 41%	3,230						
B31102	M&R-1	Other Design/Non-Dispatch/FL (%)	Design	1 08%	3,417	0 00%	1		0 10351	0.1046	YES
B31111	M&R-1	Other Non-Design/Dispatch/FL (%)	R&B	10 02%	100,841						
B31112	M&R-1	Other Non-Design/Non-Dispatch/FL (%)	R&B	2.25%	64,551	0.00%	1		0.14818	0.1516	YES
B31121	M&R-1	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)								
B31122	M&R-1	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)								
		Customer Trouble Report Rate									
B3211	M&R-2	Switch Ports/Dispatch/FL (%)	R&B (POTS)	1 69%	5,898,518	0 00%	2		0 09187	0 1837	YES
B3212	M&R-2	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	*Available with May data*							
B3221	M&R-2	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	1 54%	49,848	0 12%	860		0 00427	3 3271	YES
B3222	M&R-2	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	1.16%	49,848	0 70%	860		0 00370	1 2418	YES
B3231	M&R-2	Loop + Port Combinations/Dispatch/FL (%)	R&B	1 61%	6,281,351	1 07%	81,054		0 00045	11.9534	YES
B3232	M&R-2	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1 03%	6,281,351	0 64%	81,054		0 00036	10.8176	YES
B3241	M&R-2	Combo Other/Dispatch/FL (%)	R&B&D - Disp	1 45%	7,161,814						
B3242	M&R-2	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	1 45%	7,161,814						
B3251	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	1 92%	136,592	0 75%	6,913		0 00171	6 8493	YES
B3252	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	1 92%	136,592	0 32%	6,913		0 00171	9 3666	YES
B3261	M&R-2	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	1 16%	23,505	1 57%	6,061		0 00155	-2 6425	NO
B3262	M&R-2	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	1 16%	23,505	1 09%	6,061		0 00155	0 4512	YES
B3271	M&R-2	Line Sharing/Dispatch/FL (%)	ADSL to Retail	1 92%	136,592	0 58%	695		0 00527	2.5430	YES
B3272	M&R 2	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	1.92%	136,592	3 02%	695		0 00527	-2 0875	NO
B3281	M&R-2	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	1 61%	6,281,351	1 56%	80,694		0 00045	1 0895	YES
B3282	M&R-2	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	1 61%	6,281,351	0 45%	80,694		0 00045	25 6595	YES
B3291	M&R-2	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	1 61%	6,281,351	1 41%	28,385		0 00075	2 6498	YES
B3292	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	1 61%	6,281,351	0 07%	28,385		0 00075	20.4109	YES
B32101	M&R-2	Other Design/Dispatch/FL (%)	Design	0 37%	880,463	0 00%	309		0 00345	1 0645	YES
B32102	M&R-2	Other Design/Non-Dispatch/FL (%)	Design	0 39%	880,463	0 32%	309		0 00354	0 1819	YES
B32111	M&R-2	Other Non-Design/Dispatch/FL (%)	R&B	1 61%	6,281,351	0 00%	1,033		0 00394	4 0720	YES
B32112	M&R-2	Other Non-Design/Non-Dispatch/FL (%)	R&B	1 03%	6,281,351	0 10%	1,033		0 00315	2 9510	YES
B32121	M&R-2	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)								
B32122	M&R-2	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)								
		Maintenance Average Duration									
B3311	M&R-3	Switch Ports/Dispatch/FL (hours)	R&B (POTS)	17 81	99,470			20 520			
B3312	M&R-3	Switch Ports/Non-Dispatch/FL (hours)	R&B (POTS)	*Available with May data*							
B3321	M&R-3	Local Interoffice Transport/Dispatch/FL (hours)	DS1/DS3	4.26	768	2 67	1	3 643	3 64507	0 4362	YES
B3322	M&R-3	Local Interoffice Transport/Non-Dispatch/FL (hours)	DS1/DS3	2 22	578	5 21	6	3 452	1 41653	-2 1108	NO
B3331	M&R-3	Loop + Port Combinations/Dispatch/FL (hours)	R&B	17.79	100,743	14 72	870	20 532	0 69910	4 3906	YES
B3332	M&R-3	Loop + Port Combinations/Non-Dispatch/FL (hours)	R&B	6 43	64,470	4 64	515	10 750	0 47558	3 7588	YES
B3341	M&R-3	Combo Other/Dispatch/FL (hours)	R&B&D - Disp	17 41	103,973			21 427			
B3342	M&R-3	Combo Other/Non-Dispatch/FL (hours)	R&B&D - Disp	17 41	103,973			21 427			
B3351	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)	ADSL to Retail	25 28	2,619	5 99	52	54 315	7.60660	2 5360	YES
B3352	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)	ADSL to Retail	25 28	2,619	3 94	22	54 315	11 62862	1 8351	YES
B3361	M&R-3	UNE ISDN/Dispatch/FL (hours)	ISDN - BRI	9 56	273	7.90	95	12 852	1 53092	1 0843	YES
B3362	M&R-3	UNE ISDN/Non-Dispatch/FL (hours)	ISDN - BRI	9 56	273	7 23	66	12 852	1 76286	1 3217	YES
B3371	M&R-3	Line Sharing/Dispatch/FL (hours)	ADSL to Retail	25 28	2,619	46 47	4	54 315	27 17843	-0 7797	YES
B3372	M&R-3	Line Sharing/Non-Dispatch/FL (hours)	ADSL to Retail	25 28	2,619	22 94	21	54 315	11 90002	0 1966	YES
B3381	M&R-3	2W Analog Loop Design/Dispatch/FL (hours)	R&B - Disp	17 79	100,743	7 33	1,256	20 532	0 58294	17 9508	YES
B3382	M&R 3	2W Analog Loop Design/Non-Dispatch/FL (hours)	R&B - Disp	17 79	100,743	4 61	366	20 532	1 07517	12 2600	YES
B3391	M&R-3	2W Analog Loop Non-Design/Dispatch/FL (hours)	R&B (POTS) excl SB FT	17.79	100,743	13 71	398	20 532	1 03120	3 9554	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3 3 9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL (hours)	R&B (POTS) excl SB FT	17 79	100,743	5 74	19	10 750	2.46638	4.8870	YES
B 3 3 10 1	M&R-3	Other Design/Dispatch/FL (hours)	Design	5 69	3,230			36 844			
B 3 3 10 2	M&R-3	Other Design/Non-Dispatch/FL (hours)	Design	2.68	3,414	1.07	1	20 206	20 20876	0 0801	YES
B 3 3 11 1	M&R-3	Other Non-Design/Dispatch/FL (hours)	R&B	17 79	100,743			20 532			
B 3 3 11 2	M&R-3	Other Non-Design/Non-Dispatch/FL (hours)	R&B	6 43	64,470	12 37	1	10.750	10.74978	-0 5525	YES
B 3 3 12 1	M&R-3	LNP (Standalone)/Dispatch/FL (hours)	R&B (POTS)								
B 3 3 12 2	M&R-3	LNP (Standalone)/Non-Dispatch/FL (hours)	R&B (POTS)								
		% Repeat Troubles within 30 Days									
B 3 4 1 1	M&R-4	Switch Ports/Dispatch/FL (%)	R&B (POTS)	19 90%	99,567						
B 3 4 1 2	M&R-4	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	Available with May data							
B 3 4 2 1	M&R-4	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	19.14%	768	0 00%	1		0 39366	0 4862	YES
B 3 4 2 2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	13 15%	578	0 00%	6		0 13868	0 9482	YES
B 3 4 3 1	M&R-4	Loop + Port Combinations/Dispatch/FL (%)	R&B	19 82%	100,841	19 20%	870		0 01357	0 4599	YES
B 3 4 3 2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	17.00%	64,551	15.15%	515		0 01662	1 1144	YES
B 3 4 4 1	M&R-4	Combo Other/Dispatch/FL (%)	R&B&D - Disp	20.46%	104,071						
B 3 4 4 2	M&R-4	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	20 46%	104,071						
B 3 4 5 1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	3 47%	2,619	5 77%	52		0.02563	-0 8974	YES
B 3 4 5 2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	3 47%	2,619	9.09%	22		0 03918	-1.4343	YES
B 3 4 6 1	M&R-4	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	18 68%	273	20 00%	95		0 04643	-0 2843	YES
B 3 4 6 2	M&R-4	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	18 68%	273	12 12%	66		0.05346	1 2271	YES
B 3 4 7 1	M&R-4	Line Sharing/Dispatch/FL (%)	ADSL to Retail	3 47%	2,619	50 00%	4		0 09158	-5 0808	NO
B 3 4 7 2	M&R-4	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	3 47%	2,619	23 81%	21		0 04010	-5.0726	NO
B 3 4 8 1	M&R-4	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	19 82%	100,841	18 63%	1,256		0 01132	1 0546	YES
B 3 4 8 2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	19 82%	100,841	15.57%	366		0 02088	2 0360	YES
B 3 4 9 1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	19 82%	100,841	15 79%	399		0.02000	2 0176	YES
B 3.4 9 2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	19 82%	100,841	26 32%	19		0 09147	-0 7097	YES
B 3 4 10 1	M&R-4	Other Design/Dispatch/FL (%)	Design	40 25%	3,230						
B 3 4 10 2	M&R-4	Other Design/Non-Dispatch/FL (%)	Design	37 81%	3,417	0 00%	1		0 48499	0.7796	YES
B 3 4 11 1	M&R-4	Other Non-Design/Dispatch/FL (%)	R&B	19 82%	100,841						
B 3 4.11 2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)	R&B	17 00%	64,551	0 00%	1		0 37565	0 4526	YES
B 3 4 12 1	M&R-4	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)								
B 3 4 12 2	M&R-4	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)								
		Out of Service > 24 hours									
B 3 5.1 1	M&R-5	Switch Ports/Dispatch/FL (%)	R&B (POTS)	15 79%	65,636						
B 3 5 1 2	M&R-5	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	Available with May data							
B 3 5 2 1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0 52%	768	0 00%	1		0 07197	0 0723	YES
B 3 5 2 2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0 35%	578	0 00%	6		0 02423	0 1444	YES
B 3 5 3 1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)	R&B	15 82%	66,467	15 32%	555		0 01555	0 3204	YES
B 3 5 3 2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	5 25%	17,460	6.25%	128		0 01978	-0 5075	YES
B 3 5 4 1	M&R-5	Combo Other/Dispatch/FL (%)	R&B&D - Disp	15 20%	69,697						
B 3 5 4 2	M&R-5	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	15 20%	69,697						
B 3 5 5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	3 85%	52		0 05926	3 2937	YES
B 3 5 5 2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	22		0 09060	2 5794	YES
B 3 5 6 1	M&R-5	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	5 86%	273	5 26%	95		0 02798	0 2145	YES
B 3 5 6 2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	5 86%	273	3 03%	66		0 03222	0 8784	YES
B 3 5.7 1	M&R-5	Line Sharing/Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	4		0 21175	1 1036	YES
B 3 5 7 2	M&R-5	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	23 37%	2,619	0 00%	21		0 09272	2 5206	YES
B 3 5 8 1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	15 82%	66,467	3 58%	1,256		0 01039	11.7724	YES
B.3 5 8 2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	15 82%	66,467	1 37%	366		0 01813	7 5560	YES
B 3 5 9 1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	15 82%	66,467	12 50%	320		0 02045	1.6228	YES
B 3 5 9 2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	15 82%	66,467	0 00%	15		0.09423	1 6787	YES
B 3 5 10 1	M&R-5	Other Design/Dispatch/FL (%)	Design	2 41%	3,230						
B 3 5 10 2	M&R-5	Other Design/Non-Dispatch/FL (%)	Design	1 08%	3,417	0 00%	1		0 10351	0.1046	YES
B 3 5 11 1	M&R-5	Other Non-Design/Dispatch/FL (%)	R&B	15 82%	66,467						
B 3 5 11 2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)	R&B	5 25%	17,460	0 00%	1		0.22296	0 2353	YES
B 3 5 12 1	M&R-5	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)								
B 3 5 12 2	M&R-5	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B 4 1	B-1	FL (%)	BST - State	98 71%	$475,529,735	92 49%	$3,148,888		0 00006	973 2500	NO
	Mean Time to Deliver Invoices - CRIS										
B 4 2	B-2	Region (business days)	BST - Region	3 61	1	3 18	1,211				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C11	O-7	Local Interconnection Trunks/FL (%)	Diagnostic			61.29%	124				Diagnostic
	Reject Interval - 4 days										
C12	O-8	Local Interconnection Trunks/FL (%)	>= 85% w in 4 days			93.42%	76				YES
	FOC Timeliness										
C13	O-9	Local Interconnection Trunks/FL (days)	>= 95% w in 10 days			13.49	111				NO
	FOC & Reject Response Completeness										
C14	O-11	Local Interconnection Trunks/FL (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses)										
C15	O-11	Local Interconnection Trunks/FL (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C21	P-4	Local Interconnection Trunks/FL (days)	Parity w Retail	28.00	120	36.10	52	22.609	3.75361	-2.1586	NO
	Held Orders										
C22	P-1	Local Interconnection Trunks/FL (days)	Parity w Retail				*Not Applicable for Trunks*				
	% Jeopardies										
C23	P-2	Local Interconnection Trunks/FL (%)	Parity w Retail				*Not Applicable for Trunks*				
	Average Jeopardy Notice Interval										
C24	P-2	Local Interconnection Trunks/FL (hours)	95% >= 48 hrs				*Not Applicable for Trunks*				
	% Missed Installation Appointments										
C25	P-3	Local Interconnection Trunks/FL (%)	Parity w Retail	0.83%	120	0.00%	55		0.01480	0.5630	YES
	% Provisioning Troubles within 30 Days										
C26	P-9	Local Interconnection Trunks/FL (%)	Parity w Retail	2.45%	1,961	0.00%	877		0.00628	3.8994	YES
	Average Completion Notice Interval										
C27	P-5	Local Interconnection Trunks/FL (hours)	Parity w Retail				*Available with May data*				
	Total Service Order Cycle Time										
C28	P-10	Local Interconnection Trunks/FL (days)	Diagnostic				*Available with May data*				
	Total Service Order Cycle Time (offered)										
C29	P-10	Local Interconnection Trunks/FL (days)	Diagnostic				*Available with May data*				
	% Completions w/o Notice or < 24 hours										
C2101	P-6	Local Interconnection Trunks/Dispatch/FL (%)	Diagnostic				*Available with May data*				
C2102	P-6	Local Interconnection Trunks/Non-Dispatch/FL (%)	Diagnostic				*Available with May data*				
	Service Order Accuracy										
C21111	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	15				YES
C21112	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)	>= 95%			81.82%	11				NO
C21121	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	3				YES
C21122	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	21				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C311	M&R-1	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	2	0.00%	1		0.00000		YES
C312	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	168	0.00%	240		0.00000		YES
	Customer Trouble Report Rate										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C 3 2 1	M&R-2	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0 00%	394,958	0 00%	130,896		0 00001	-0 3589	YES
C 3 2 2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0 04%	394,958	0 18%	130,896		0 00007	-21 4081	NO
		Maintenance Average Duration									
C 3 3 1	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)	Parity w Retail	3 06	2	1 40	1	0 955	1 16914	1 4184	YES
C 3 3 2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)	Parity w Retail	0 25	168	0 19	240	0.586	0 05892	1 0946	YES
		% Repeat Troubles within 30 Days									
C 3 4 1	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0 00%	2	0.00%	1		0 00000		YES
C.3 4 2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	1.19%	168	48 33%	240		0.01091	-43.2102	NO
		Out of Service > 24 hours									
C 3 5 1	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0 00%	2	0 00%	1		0 00000		YES
C 3 5 2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0 00%	168	0 00%	240		0 00000		YES
		Local Interconnection Trunks - Billing									
		Invoice Accuracy									
C 4 1	B-1	FL (%)	BST - State	98 71%	$475,529,735	99 87%	$11,488,921		0 00003	-345 3554	YES
		Mean Time to Deliver Invoices - CABS									
C 4 2	B-2	Region (calendar days)	BST - Region	4 26	1	3 98	3,049				YES
		LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING									
		Trunk Group Performance - Aggregate									
C 5 1	TGP-1	FL	>0 5% dif 2 consec Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D 1 1 1	OSS-2	EDI/Region (%)	>= 99 5%			98 28%					NO
D 1 1 2	OSS-2	HAL/Region (%)	>= 99 5%			100 00%					YES
D 1 1 3	OSS-2	LENS/Region (%)	>= 99 5%			99 86%					YES
D 1 1 4	OSS-2	LEO MAINFRAME/Region (%)	>= 99 5%			100 00%					YES
D 1 1 5	OSS-2	LEO UNIX/Region (%)	>= 99 5%								
D 1 1 6	OSS-2	LESOG/Region (%)	>= 99 5%			100.00%					YES
D 1 1 7	OSS-2	TAG/Region (%)	>= 99 5%			99.95%					YES
D 1 1 8	OSS-2	PSIMS/Region (%)	>= 99 5%			100 00%					YES
	% Interface Availability - BST & CLEC										
D 1 2 1	OSS-2	ATLAS/COFFI/Region (%)	>= 99 5%			99 97%					YES
D 1 2 2	OSS-2	BOCRIS/Region (%)	>= 99 5%			99 97%					YES
D 1 2 3	OSS-2	DSAP/Region (%)	>= 99 5%			100 00%					YES
D 1 2 4	OSS-2	RSAG/Region (%)	>= 99 5%			99 97%					YES
D 1 2 5	OSS-2	SOCS/Region (%)	>= 99 5%			99 94%					YES
D 1 2 6	OSS-2	SONGS/Region (%)	>= 99 5%			99.97%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D 1 3 1 1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2 72	1,357,473	1 33	253,290				YES
D 1 3 1 2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3 26	10,364	1 33	253,290				YES
D 1 3.2 1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2 82	3,706,179	1 28	165,042				YES
D 1 3 2 2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	3 62	720,611	1 28	165,042				YES
D.1 3 3 1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3 18	343,597	0 92	59,899				YES
D 1.3 3 2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	3 54	298,433	0 92	59,899				YES
D 1 3 4 1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2 56	628,717	0 44	2,377				YES
D 1 3 4 2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.46	298,926	0 44	2,377				YES
D 1 3 5 1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 36	2,139,039	12 32	625,553				NO
D 1 3 5 2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 18	511,268	12 32	625,553				NO
D 1 3 6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	3 08	865,609	1 32	30,434				YES
D 1.3 6 2	OSS 1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	3 68	205,829	1 32	30,434				YES
D 1 3 7 1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	3 08	865,609	0 09	70,345				YES
D.1 3 7 2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	3 68	205,829	0 09	70,345				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D 1 4 1 1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2 72	1,357,473	1 36	91,242				YES
D 1 4 1 2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3 26	10,364	1 36	91,242				YES
D 1 4 2 1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2 82	3,706,179	1 26	479,940				YES
D 1 4.2 2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	3 62	720,611	1 26	479,940				YES
D 1 4 3 1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D 1 4 3 2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D 1 4 4 1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0 47	19				Diagnostic
D 1 4 4 2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.47	19				Diagnostic
D 1.4 5 1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3 18	343,597	1.04	10,614				YES
D 1 4 5 2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	3 54	298,433	1 04	10,614				YES
D 1 4 6 1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2 56	628,717	1.02	404,269				YES
D 1 4 6 2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2 46	298,926	1 02	404,269				YES
D 1 4 7 1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.36	2,139,039	1 01	66,762				YES
D 1 4 7 2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 18	511,268	1 01	66,762				YES
D 1 4 8 1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 Sec	3 36	2,139,039	25 80	97,067				NO
D 1 4 8 2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 Sec	3 18	511,268	25 80	97,067				NO
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D 2 1 1	OSS-3	TAFI/Region (%)	>= 99 5%	100 00%							YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Interface Availability - CLEC										
D 2 2 1	OSS-3	CLEC TAFI/Region (%)	>= 99 5%			100 00%					YES
D 2 2 2	OSS-3	ECTA/Region (%)	>= 99 5%			100 00%					YES
	% Interface Availability - BST & CLEC										
D.2 3 1	OSS-3	CRIS/Region (%)	>= 99 5%			99 97%					YES
D 2 3 2	OSS-3	LMOS HOST/Region (%)	>= 99 5%			99 97%					YES
D 2 3 3	OSS-3	LNP/Region (%)	>= 99 5%			100 00%					YES
D 2 3 4	OSS-3	MARCH/Region (%)	>= 99 5%			100 00%					YES
D 2 3 5	OSS-3	OSPCM/Region (%)	>= 99 5%			100.00%					YES
D 2 3 6	OSS-3	Predictor/Region (%)	>= 99 5%			100 00%					YES
D 2 3 7	OSS-3	SOCS/Region (%)	>= 99 5%			99 94%					YES
	Average Response Interval										
D 2 4 1 1	OSS-4	CRIS/Region (%)	Parity w Retail	95 80%	1,656,590	94 64%	70,674		0 00077	15 0437	NO
D 2 4 1 2	OSS-4	CRIS/Region (%)	Parity w Retail	98 82%	1,656,590	99 03%	70,674		0 00041	-5 0836	YES
D 2 4 1 3	OSS-4	CRIS/Region (%)	Parity w Retail	1 18%	1,656,590	0 97%	70,674		0 00041	5 0836	YES
D 2 4 2 1	OSS-4	DLETH/Region (%)	Parity w Retail	10 68%	37,177	11 98%	509		0.01379	-0 9432	YES
D 2 4 2 2	OSS-4	DLETH/Region (%)	Parity w Retail	79 63%	37,177	86 25%	509		0 01797	-3 6832	YES
D 2 4 2 3	OSS-4	DLETH/Region (%)	Parity w Retail	20 37%	37,177	13.75%	509		0 01797	3 6832	YES
D 2 4 3 1	OSS-4	DLR/Region (%)	Parity w Retail	6 70%	34,709	24 54%	21,839		0 00216	-82 6127	YES
D 2 4 3 2	OSS-4	DLR/Region (%)	Parity w Retail	87 52%	34,709	97 99%	21,839		0 00285	-36.6673	YES
D 2 4 3 3	OSS-4	DLR/Region (%)	Parity w Retail	12 48%	34,709	2 01%	21,839		0 00285	36 6673	YES
D 2 4 4 1	OSS-4	LMOS/Region (%)	Parity w Retail	99 92%	1,656,504	99 96%	70,674		0 00011	-3 2933	YES
D 2 4 4 2	OSS-4	LMOS/Region (%)	Parity w Retail	99 98%	1,656,504	99 99%	70,674		0 00005	-2 5513	YES
D 2 4 4 3	OSS-4	LMOS/Region (%)	Parity w Retail	0 02%	1,656,504	0 01%	70,674		0 00005	2 5513	YES
D 2 4 5 1	OSS-4	LMOSupd/Region (%)	Parity w Retail	98 22%	1,217,812	98 04%	43,412		0 00065	2 6431	NO
D 2 4 5 2	OSS-4	LMOSupd/Region (%)	Parity w Retail	99 77%	1,217,812	99 79%	43,412		0 00024	-1.1573	YES
D 2 4 5 3	OSS-4	LMOSupd/Region (%)	Parity w Retail	0 23%	1,217,812	0 21%	43,412		0 00024	1 1573	YES
D 2 4 6 1	OSS-4	LNP/Region (%)	Parity w Retail	54 32%	113,027	52 46%	4,138		0 00788	2 3571	NO
D 2 4 6 2	OSS-4	LNP/Region (%)	Parity w Retail	88 81%	113,027	87 29%	4,138		0.00499	3 0413	NO
D 2 4 6 3	OSS-4	LNP/Region (%)	Parity w Retail	11 19%	113,027	12 71%	4,138		0 00499	-3.0413	NO
D 2 4 7 1	OSS-4	MARCH/Region (%)	Parity w Retail	51 13%	7,889	37 05%	224		0 03387	4 1574	NO
D 2 4 7 2	OSS-4	MARCH/Region (%)	Parity w Retail	51 13%	7,889	37.05%	224		0.03387	4 1574	NO
D 2 4 7 3	OSS-4	MARCH/Region (%)	Parity w Retail	48 87%	7,889	62 95%	224		0 03387	-4.1574	NO
D 2 4 8 1	OSS-4	OSPCM/Region (%)	Parity w Retail	44 39%	8,326	32 43%	74		0 05801	2 0614	NO
D 2 4 8 2	OSS-4	OSPCM/Region (%)	Parity w Retail	98 01%	8,326	95 95%	74		0 01632	1 2623	YES
D 2 4 8 3	OSS-4	OSPCM/Region (%)	Parity w Retail	1 99%	8,326	4 05%	74		0 01632	-1.2623	YES
D 2 4 9 1	OSS-4	Predictor/Region (%)	Parity w Retail	14.91%	83,743	27 35%	3,060		0 00655	-18 9883	YES
D 2 4 9 2	OSS-4	Predictor/Region (%)	Parity w Retail	14 91%	83,743	27 35%	3,060		0 00655	-18 9883	YES
D 2 4 9 3	OSS-4	Predictor/Region (%)	Parity w Retail	85 09%	83,743	72 65%	3,060		0 00655	18 9883	YES
D 2 4 10 1	OSS-4	SOCS/Region (%)	Parity w Retail	99 86%	249,273	99 84%	12,165		0 00035	0.3574	YES
D 2 4 10 2	OSS-4	SOCS/Region (%)	Parity w Retail	99 98%	249,273	99 98%	12,165		0 00012	0 6898	YES
D 2 4 10 3	OSS-4	SOCS/Region (%)	Parity w Retail	0 02%	249,273	0 02%	12,165		0 00012	-0.6898	YES
D 2 4 11 1	OSS-4	NIW/Region (%)	Parity w Retail	82 83%	68,443	83 94%	3,001		0 00703	-1 5730	YES
D 2 4 11 2	OSS-4	NIW/Region (%)	Parity w Retail	99 56%	68,443	99 53%	3,001		0 00123	0.2411	YES
D 2 4 11 3	OSS-4	NIW/Region (%)	Parity w Retail	0 44%	68,443	0 47%	3,001		0 00123	-0 2411	YES

BellSouth Monthly State Summary

Florida, April 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	COLLOCATION - Collocation										
	Average Response Time										
E111	C-1	Virtual/FL (calendar days)	<= 15 days			3	1				YES
E112	C-1	Physical-Caged/FL (calendar days)	<= 15 days			3	13				YES
E113	C-1	Physical-Cageless/FL (calendar days)	<= 15 days			5	47				YES
	Average Arrangement Time										
E121	C-2	Virtual/FL (calendar days)	<= 60 days			41	4				YES
E122	C-2	Virtual-Augments/FL (calendar days)	<= 60 days								
E123	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days								
E124	C-2	Physical Caged-Ordinary/FL (calendar days)	<= 90 days			71	4				YES
E125	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			9	19				YES
E126	C-2	Physical Caged-Augments - Additional Space Required/FL (calendar days)	<= 90 days								
E127	C-2	Physical Cageless/FL (calendar days)	<= 90 days			77	22				YES
E128	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days			12	39				YES
E129	C-2	Physical Cageless-Augments - Additional Space Required/FL (calendar days)	<= 90 days			42	1				YES
	% Due Dates Missed										
E131	C-3	Virtual/FL (%)	< 5% missed			0.00%	4				YES
E132	C-3	Physical/FL (%)	< 5% missed			0.00%	85				YES

BellSouth Monthly State Summary

Florida, April 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through											
	% Flow Through Service Requests											
F 1 1 1	O-3	Summary/Region (%)		Diagnostic			88 13%	186,605				Diagnostic
F.1 1 2	O-3	Aggregate/Region (%)		Diagnostic			88 13%	186,605				Diagnostic
F 1 1 3	O-3	Residence/Region (%)		>= 95%			90 71%	155,058				NO
F 1 1 4	O-3	Business/Region (%)		>= 90%			61 25%	6,602				NO
F 1.1 5	O-3	UNE/Region (%)		>= 85%			79 25%	24,945				NO
	% Flow Through Service Requests - Achieved											
F 1 2 1	O-3	Summary/Region (%)		Diagnostic			78 54%	209,393				Diagnostic
F 1 2 2	O-3	Aggregate/Region (%)		Diagnostic			78 54%	209,393				Diagnostic
F 1 2 3	O-3	Residence/Region (%)		Diagnostic			84 46%	166,526				Diagnostic
F 1 2 4	O-3	Business/Region (%)		Diagnostic			39 39%	10,267				Diagnostic
F 1 2 5	O-3	UNE/Region (%)		Diagnostic			60 64%	32,600				Diagnostic
	% Flow Through Service Requests - LNP											
F 1 3 1	O-3	Summary/Region (%)		>= 85%			85 47%	9,251				YES
F.1 3 2	O-3	Aggregate/Region (%)		Diagnostic			85.47%	9,251				YES
F 1 3 3	O-3	Residence/Region (%)		Diagnostic								Diagnostic
F 1 3 4	O 3	Business/Region (%)		Diagnostic								Diagnostic
	General - Pre-Ordering											
	Loop Makeup Inquiry (Manual)											
F 2 1 1	PO-1	Loops/FL (%)		>= 95% w in 3 bus days			93 00%	68				NO
	Loop Makeup Inquiry (Electronic)											
F 2 2 1	PO-2	Loops/FL (%)		>= 95% w in 5 min			100 00%	1,609				YES
	General - Ordering											
	Service Inquiry with Firm Order											
F 3 1 1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)		>= 95% w in 5 bus days			99 00%	455				YES
F 3 1 2	O-10	Local Interoffice Transport/FL (%)		>= 95% w in 5 bus days								
	General - Ordering											
	Average Speed of Answer											
F 4.1	O-12	Region (seconds)		Parity w Retail	118.91	6,771,891	95.63	37,691				YES
	General - Maintenance Center											
	Average Answer Time											
F.5 1	M&R-6	Region (seconds)		Parity w Retail	39 40	1,626,985	25 39	89,192				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F 6 1	OS-1	FL (seconds)		PBD			2 96					PBD
	% Answered in 30 seconds											
F 6 2	OS-2	FL (%)		PBD			98 80%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F 7 1	DA-1	FL (seconds)		PBD			3 89					PBD

BellSouth Monthly State Summary
Florida, April 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F72	*% Answered in 20 seconds*	DA-2 FL (%)	PBD			97 70%					PBD
	General - E911										
F81	*Mean Interval*	E-3 FL (hours)	PBD			1 45	1,164				PBD
F82	*% Accuracy*	E-2 FL (%)	PBD			95 66%	577,678				PBD
F83	*% Timeliness*	E-1 FL (%)	PBD			100 00%	1,164				PBD
	General - Billing										
F91	*Usage Data Delivery Accuracy*	B-3 Region (%)	Parity w Retail	99 96%	7,661	99 99%	13,407		0 00028	-0 8555	YES
F92	*Usage Data Delivery Timeliness*	B-5 Region (%)	Parity w Retail	98 62%	38,383	98 84%	171,993,713		0 00060	-3 7183	YES
F93	*Usage Data Delivery Completeness*	B-4 Region (%)	Parity w Retail	99 44%	38,383	99 95%	171,993,713		0 00038	-13 3897	YES
F94	*Mean Time to Deliver Usage*	B-6 Region (days)	Parity w Retail	3 55	38,383	3 53	171,993,713				YES
F951	*Recurring Charge Completeness*	B 7 Resale/FL (%)	Parity w Retail >= 90%								
F952		B-7 UNE/FL (%)	>= 90%								
F953		B-7 Interconnection/FL (%)									
F961	*Non-Recurring Charge Completeness*	B-8 Resale/FL (%)	Parity w Retail >= 90%								
F962		B-8 UNE/FL (%)	>= 90%								
F963		B-8 Interconnection/FL (%)									
	General - Change Management										
F101	*% Software Release Notices Sent On Time*	CM-1 FL (%)	>= 98% w in 30 days								
F102	*Average Software Release Notice Delay Days*	CM-2 FL (average)	>= 25 bus days prior to release								
F103	*% Change Management Documentation Sent On Time*	CM-3A FL (%)	>= 98% w in 30 days								
F104	*Average Documentation Release Delay Days*	CM-3B FL (average)	>= 25 bus days prior to release								
F105	*% CLEC Interface Outages Sent within 15 Minutes*	CM-5 FL (%)	>= 97% w in 15 min			86 00%	28				NO
	General - New Business Requests										
F111	*% New Business Requests Processed within 30 Business Days*	BFR-1 Region (%)	>= 90% w in 30 bus days			100 00%	9				YES
	% Quotes Provided within X Business Days										
F1121		BFR-2A Region (%)	>= 90% w in 10 bus days								
F1122		BFR-2B Region (%)	>= 90% w in 30 bus days								

BellSouth Monthly State Summary

Florida, April 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 11 2 3	BFR-2C	Region (%)	>= 90% w in 60 bus days			100 00%	9				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F 12 1 1	O-1	EDI/Region (%)	>= 90% w in 30 min			99 96%	22,453				YES
F 12 1 2	O-1	TAG/Region (%)	>= 95% w in 30 min			100 00%	125,898				YES
	Acknowledgement Message Completeness										
F 12 2 1	O-2	EDI/Region (%)	100%			100 00%	22,453				YES
F 12 2 2	O-2	TAG/Region (%)	100%			100 00%	125,898				YES
	General - Database Updates										
	Average Database Update Interval										
F 13 1 1	D-1	LIDB/FL (hours)	PBD								PBD
F 13 1 2	D-1	Directory Listings/FL (hours)	PBD								PBD
F 13 1 3	D-1	Directory Assistance/FL (hours)	PBD								PBD
	% Update Accuracy										
F 13 2 1	D-2	LIDB/FL (%)	>= 95%			99 28%	139				YES
F 13 2 2	D-2	Directory Listings/FL (%)	>= 95%			99.32%	146				YES
F 13 2 3	D-2	Directory Assistance/FL (%)	>= 95%			99 32%	146				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F 13 3	O-3	FL (%)	100%								
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F 14.1	M&R-7	FL (minutes)	Diagnostic			*	4				Diagnostic

*Did not report

BellSouth investor news

INSIDE:

BellSouth Reports First Quarter Earnings

- Data revenues top $1 billion for first time, gaining 28%
- Increase in DSL customers brings total to 303,000
- Cingular Wireless surpasses 20.5 million cellular customers
- Latin America customer growth approaches 53%
- Results reflect impact of DSL and Colombia growth initiatives

ATLANTA, GA, April 19, 2001 – With strong volumes in the growth areas of data and wireless, BellSouth Corporation (NYSE: BLS) reported normalized earnings per share (EPS) of 52 cents in the first quarter of 2001, including a 2-cent reduction related to foreign currency losses. This compared to normalized EPS of 52 cents in the same quarter a year earlier.

As previously disclosed, the first quarter of 2001 reflected BellSouth's accelerated growth initiatives in domestic broadband and Latin America wireless. The company's accelerating ramp-up of DSL high-speed Internet access service reduced EPS an incremental 2 cents compared to the first quarter of 2000. BellSouth's wireless operations in Colombia, which were acquired in July 2000 and not included in the first quarter a year ago, reduced EPS 3 cents.

BellSouth's Colombia acquisition creates that country's first nationwide mobile cellular operator covering a total of 41 million people, with proportional customers of 738 thousand. BellSouth's other major initiative is a rapid DSL ramp-up that will allow the company to nearly triple its DSL customer base to 600 thousand at the end of 2001, as compared to year-end 2000. Service will be available to over 70% of BellSouth's households, over 1,000 central offices and over 9,300 remote terminals – nearly doubling the number of central offices and remote terminals equipped.

Revenue growth – reflecting BellSouth's 40% share of Cingular Wireless – was 10.5%. Growth was boosted by a strong 28% increase in data revenues. Data continues to be a strong driver of revenue growth, and this quarter represented nearly one-third of our total revenue growth. For the first time ever, quarterly data revenues exceeded the $1 billion level. Data revenues were driven by a record 25.4% jump in equivalent access lines. In addition, DSL customers increased 41% versus 4Q00, surpassing 300 thousand customers. BellSouth is confident of reaching its target of 600 thousand DSL customers by the end of 2001.

Another strong driver was worldwide wireless customer growth. The company added nearly 1.3 million proportionate customers in the quarter – including the recently acquired operations in Colombia. This phenomenal wireless growth was driven by BellSouth's Latin American markets, where our customer base grew 53% in the past year, to 7.8 million customers. Domestically, Cingular Wireless ended the quarter with over 20.5 million cellular and PCS customers.

Total operating expense grew 10.4% in the quarter, driven by the inclusion of our accelerated growth initiatives in DSL and Latin America, specifically, the recently acquired wireless properties in Colombia. In addition, strength in Cingular gross adds and the Cingular national branding kickoff costs drove expenses higher.

Complete financial statements and the first quarter 2001 earnings press release can be accessed at www.bellsouth.com/investor

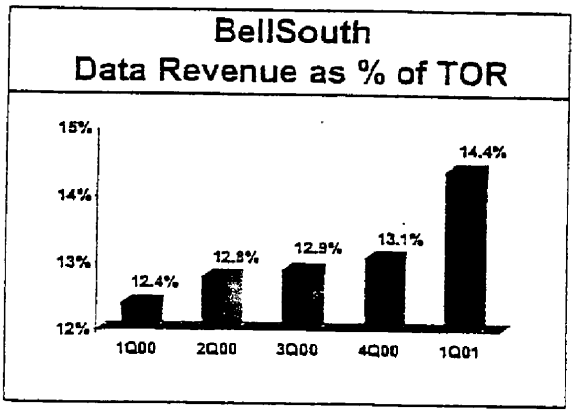
BellSouth investor news

Data
Data revenues top $1 billion

BellSouth continues to transform its core network from analog voice to digital data. More than three-quarters of the $5.3 billion of network investments made in 2000 is doing double duty to enable New Economy products and services. And BellSouth's network already has 3.5 million miles of fiber.

The marketplace clearly has responded to this data-centric transformation. Already two-thirds of BellSouth's network traffic is data, and in the first quarter of 2001 total equivalent access lines grew a record 25.4%. This includes traditional switched lines as well as broadband data services. Equivalent business lines alone grew 38%. BellSouth's innovative products and services help drive customer demand for broadband data, as customers migrate from traditional voice lines to broadband data and other high-speed digital services.

Driving the first quarter, BellSouth grew high capacity digital and data lines by 58% and produced record data revenues of $1.03 billion, a 28% growth rate. Data revenues alone contributed nearly one-third of the total consolidated revenue growth in the quarter. High-speed data services, such as LightGate® – a service that integrates data, voice and video over a fiber based private line service giving businesses the equivalent of 672 circuits – drove the growth in data revenues. In addition, web hosting, DSL and e>commerce applications were among the leading drivers of data revenue growth.



DSL customers increased 41% in first quarter, to 303 thousand. The company added an average of over 1,300 customers per business day, and is currently installing next generation DSLAMs, which provide a 21% improvement in cost performance per line. The daily install rate is expected to accelerate over the next three quarters. BellSouth is confident of reaching its goal of 600 thousand DSL customers by the end of 2001. Over 90% of new residential DSL customers are opting for self-install, and about 75% successfully install it – reducing the need for a home visit. The popular self-install option is being enhanced by deployment of BroadJump's broadband solutions tool kit giving BellSouth an end-to-end broadband solution. The tool kit allows BellSouth to monitor, test, and maintain a customer's DSL connection and enables customers to determine if their system can support a broadband connection. It also provides customer instructions to establish connectivity and helps customers solve routine connection problems, often without help desk support.

	1Q01 (2)	1Q00	% chg
EPS - Reported Diluted	$ 0.47	$ 0.53	N/A
Loss on Sale of Qwest common stock	$ 0.02		
Post-retirement benefit expense	$ 0.02		
Loss from wireless video business			
Gain on E-Plus restructuring		($0.04)	
Severance Accrual		$0.03	
EPS – Normalized (1)	**$ 0.52**	**$ 0.52**	**0.0%**
Colombia Impact	$ 0.03		N/A
DSL Impact	$ 0.02		N/A
Foreign Currency Losses	$ 0.02		
EPS Adjusted for Colombia, DSL, & FX	**$ 0.59**	**$ 0.52**	**13.5%**

(1) Normalized EPS for first quarter 2001 does not sum due to rounding.
(2) See press release for an explanation of the normalizing items.

Effective 1Q01, BellSouth adopted new segment reporting to align financial reporting with management of the business. Please see our March 26, 2001, BLS Investor News at www.bellsouth.com/investor for more details about BellSouth's new segments.

BellSouth investor news

BellSouth already has over 5,600 remote terminals and nearly 650 central offices provisioned for DSL – and is well on its way to having over 9,300 remote terminals and over 1,000 central offices equipped for DSL by the end of 2001. In addition, DSL will pass over 70% of BellSouth households by year-end.

BellSouth recently announced an agreement with Dell to jointly market broadband-enabled computers with a pre-installed DSL modem and pre-loaded BellSouth FastAccess DSL software, giving customers plug-and-play broadband solutions. DSL is a primary driver of the growth in BellSouth Internet Services, which now has over 1 million customers.

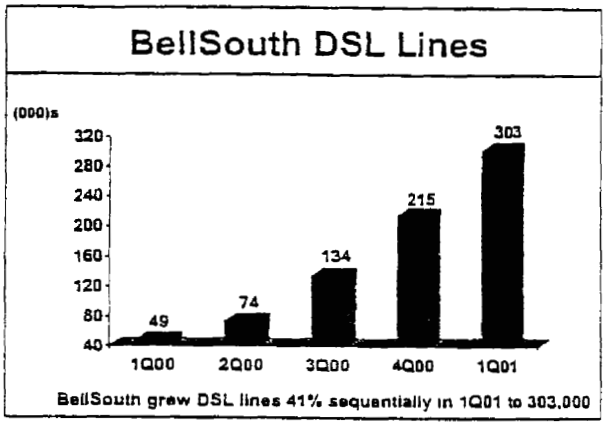
BellSouth DSL Deployment Stats

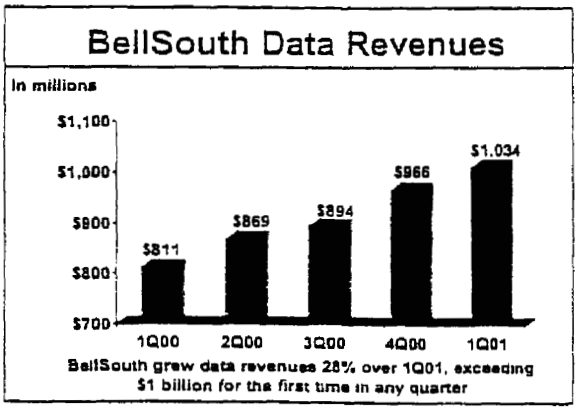
	Actual at 12/31/00	Actual at 03/31/01	Target at 12/31/01
Markets	46	56	63
CO's Equipped	508	625	>1,000
RTs Deployed	4,881	>5,600	>9,300
HHs Passed	45%	nearly 50%	>70%
Lines Passed	>10M	nearly 11M	>15.5M

BellSouth's recent data offerings include two e>business centers in Atlanta and Miami – which already host over 25 thousand websites. The company offers a broad spectrum of e>business content, storage, security and application services. In the near future, the centers will host network-centric applications like customer care and VPN access. Recently, the centers passed the rigorous requirements of IBM's Hosting Advantage program, which identified the BellSouth centers as world-class hosting environments. The market opportunity in the Southeast for these services will be somewhere in the $4 - $6 billion range by 2004. BellSouth expects to gain 10% - 20% of this market.

In addition, during the quarter, BellSouth and IBM formed an alliance to deliver turnkey e>business solutions to small and mid-sized businesses throughout the Southeast. The alliance includes sales, marketing and business development initiatives that will build upon IBM's and BellSouth's extensive network of distribution partners who market to businesses in the Southeast – providing a solution that customers in this market normally don't have the resources to do in-house. The alliance enhances BellSouth's e>business strategy and state-of-the-art hosting centers and builds upon joint marketing and distribution channels to tap into the multi-billion dollar e>business infrastructure market.

During the quarter, BellSouth became the first and only data network provider offering sub-rate T3 service, a new frame relay product that offers businesses true bandwidth-on-demand from 3 Mbps up to 44.2 Mbps. The service provides customers the rapid scalability, reliability and reduced provisioning intervals needed in today's electronic marketplace. With over 80 thousand frame relay customer sites in its markets, BellSouth recognized that users need a cost-effective, flexible solution that easily expands beyond T1 speeds.





BellSouth investor news

The Communications Group
Driven by strong growth in data

BellSouth's Communications Group represents the company's core domestic businesses, including: all domestic wireline voice, data, broadband, e-commerce, long distance, Internet services, and advanced voice features – all of which are provided to our array of customers, including residential, business, and wholesale. On the BellSouth normalized income statement, Communications Group revenues grew 3.0% in the quarter, driven by strong growth in digital and data revenues, wholesale revenues, and by the company's marketing of calling features, and were offset by competition, rate reductions and the slower growth in access lines, reflecting a slowing economy.

In the Communications Group segment, local service revenue increased 2.9% – impacted by competition, rate reductions, and the slower growth in access lines, which reflects a slowing economy. Excluding an adjustment related to a one-time retroactive rate settlement, operating local revenue grew nearly 4%, boosted by strong growth in digital and data revenues, wholesale revenues (ending the quarter with 1.4 million wholesale lines in service), and by the company's marketing of calling features.

Calling Features and Other Enhanced Services
Calling features generated $567 million in revenues in 1Q01, growing 10.1% over 1Q00 to total nearly 60 million features in service. Growth was driven by sales of Complete Choice® -- a package combining a basic telephone line with various calling features. Sales of the Complete Choice family of products grew 18% in 1Q01 to 5.6 million packages, a 31.4% penetration rate. BellSouth's leading calling features include:

- **Caller ID, which increased 12% to over 8.6 million** – a 47.5% penetration rate of residential customers.
- Call Waiting Deluxe, which grew 26% in the past year to nearly 4.9 million features in service, a 28% penetration rate.
- BellSouth VoiceMail, which climbed 14.5% to nearly 3.4 million mailboxes, a 17% penetration rate.
- Privacy Director, a service that BellSouth began offering last year, enables customers to screen out unwanted calls. The service gives the customer the option of answering a call, ignoring a call, or sending a sales-reject message. While still in the early stages, the service has grown over five-fold in the past year, to nearly 600 thousand customers.

Access Lines & Revenues
Network access revenue grew 0.4%, impacted by higher incremental rate reductions and slowing access MOU growth.

Total switched access minutes of use fell 2.7% in 1Q01, the result of continued migration of minutes to dedicated digital and data services and to competitive services, such as wireless and Internet e-mail.

Long distance revenue increased 0.6%, driven by the strong growth in wireless long distance and offset by the demand for Area Plus, a package that combines a basic telephone line with an expanded local calling area, and also offset by toll market share loss. Area Plus packages grew 19% in the past year to nearly 1.9 million. Long distance messages declined by 20.6% in 1Q01, a result of competition and the demand for Area Plus.

Other Communications Group Revenue increased 5.7%, driven by growth in wireless interconnection revenues and offset by a reduction in payphone revenues, as BellSouth begins the transition out of this business that will be completed by December 2002.

Communications Group Expenses
The Communications Group EBITDA margin was 53.1% in 1Q01, compared to 52.7% in 1Q00. Communications Group total operating expenses increased 3.3%, driven by expenses related to data initiatives and higher depreciation and amortization expense – primarily due to the deployment of software since first quarter 2000. This was offset by lower discretionary expenses.

BellSouth investor news

Domestic Wireless

Cingular delivers strong customer and revenue growth

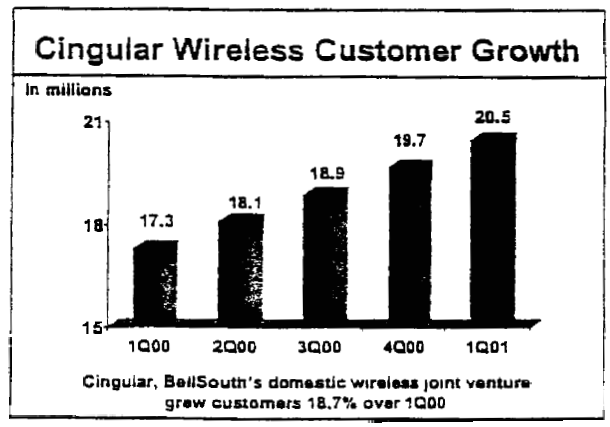
Cingular, BellSouth's domestic wireless joint venture, generated strong net adds of 854 thousand and grew revenues by 14.6% during the first quarter of 2001. Cingular's nationwide footprint serves over 20.5 million cellular and PCS customers with an array of data and voice services.

Driven by the excitement surrounding the nationwide branding campaign and an increasing demand for wireless services, Cingular revenues increased 14.6% to $3.3 billion. EBITDA improved 4.2% over 1Q00 to $972 million and the EBITDA margin increased sequentially from 4Q00 to 31.7%, a 320 basis point improvement. Strong net additions, national branding launch and one-time merger related initiatives impacted operating expenses.

Cingular added 854 thousand net cellular and PCS customers during the first quarter of 2001, a 22.9% increase over last year. Cingular's innovative marketing and effective segmentation programs for both post and prepaid products, coupled with an array of data offerings are attracting quality customers while generating strong growth. Cingular ended the quarter with 20.5 million customers, an increase of 18.7% over the prior year. In addition, Cingular Interactive more than doubled its customer base over prior year to bring the total customers to 657 thousand, adding 84 thousand customers during the first quarter.

Cingular currently operates in 42 of the top 50 MSAs with about 192 million POPs, while the pending receipt of New York will bring that number to 43 MSAs and about 211 million POPs. Salmon PCS, of which Cingular is an 85% non-controlling equity owner, was a winner of spectrum in the recent 1900 MHz band auction. The spectrum covers approximately 77 million POPs; 28 million of these are in five markets where Cingular currently has no presence.

To service its nationwide footprint, Cingular continues to provide innovative product offerings. During this quarter, Cingular completed a nationwide roll-out of



wireless Internet (WAP) capabilities. In addition, Cingular announced "Wireless Internet Express," which ushered in always-on connections for virtual instant access to e-mail, Internet, games and other services.

In an ongoing effort to create synergies and streamline customer service functions throughout the United States, Cingular announced the opening of six new state-of-the-art, multi-functional regional customer care call centers at the beginning of April. The centralization and consolidation of customer care centers will allow Cingular to provide consistent, high quality service in a cost-efficient manner.

Beginning in the fourth quarter of 2000, BellSouth's reported consolidated income statement no longer reflects revenues and expenses from domestic wireless. Net earnings from BellSouth's share of Cingular are included in Other Income on BellSouth's Consolidated Statement of Income—Reported Basis. Cingular's pro forma financial statements for 1Q01, and for 1999 and 2000, can be accessed at www.bellsouth.com/investor

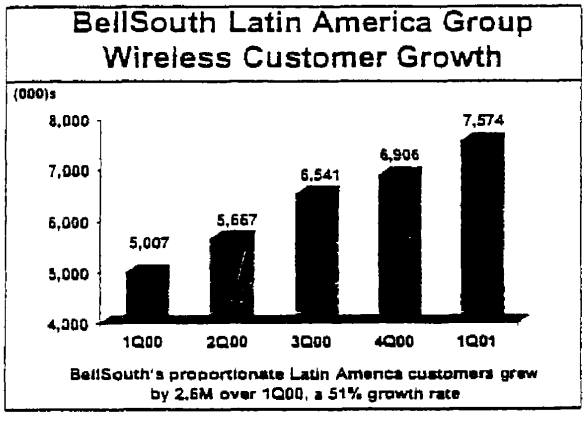
BellSouth investor news

Latin America Group

Delivers strong customer and operating cash flow growth

Consolidated revenues from BellSouth's Latin America segment grew 13%, driven by Colombia and Chile. BellSouth's consolidated international properties include Argentina, Chile, Colombia, Ecuador, Nicaragua, Peru and Venezuela. Revenues were impacted by a delay in publication of directories by Listel, one of the company's Advertising and Publishing subsidiaries in Brazil. Excluding this impact, revenues grew 15% to $781 million in the first quarter. Consolidated ARPU declined to $28, impacted by the increased penetration of cellular service into the mass-consumer market.

Despite the decline in ARPU, consolidated EBITDA increased 33% to $152 million, and the operating cash flow margin improved 300 basis points over 1Q00. Proportionate EBITDA improved more than 41% over 1Q00, reflecting strong operational performance in Brazil. The Latin America Group portfolio generated a net loss for the quarter of $106 million, primarily related to the Colombia acquisition and foreign exchange losses.



With a focus on attracting quality customers, BellSouth added over 668 thousand proportionate wireless customers during the first quarter. The company's Latin American wireless equity customer base surpassed 7.6 million for a 51% growth rate over last year.

The primary customer growth drivers were:

- Venezuela, which added 184 thousand subscribers to surpass 2.7 million equity customers
- Colombia added more than 170 thousand customers during the quarter
- Brazil which stands at 1.4 million equity customers, a growth rate of 57% over last year, and
- Chile continued strong growth with an 88% increase in customers.

In March the company successfully launched the BellSouth brand name in Colombia, integrating two properties acquired last year to form the first nationwide wireless operator in the country. In the last 3 months alone, BellSouth Colombia grew its subscriber base 30% to reach 737 thousand equity subscribers. Consolidation of the operations has enabled the company to streamline processes and capture cost synergies.

Armed with targeted price plans and new service offerings, such as concierge services, short messaging and WAP-based services, BellSouth's BCP operation in Brazil increased its share of postpaid customers this quarter. Nationwide prepaid roaming, implemented in Brazil in January 2001, drove additional customer growth and bolstered ARPU.

In December 2000 and January 2001, BellSouth's operation in Venezuela won licenses to provide nationwide Wireless Local Loop (WLL) services, and Telcel-BellSouth is now offering basic telephony services throughout Venezuela, without installing local landlines. The company is leveraging its current backbone network to provide voice and high-speed Internet access, providing service to over 3,500 voice customers and 250 Internet customers.

Worldwide Wireless

Lead by E-plus in Germany with a 69% customer growth rate, BellSouth's Europe and other International properties contributed 263 thousand proportionate net adds during the quarter. BellSouth's non-Latin proportionate customer base increased 45% over 1Q00 to 2.7 million.

BellSouth investor news

On a proportionate basis, worldwide wireless customer growth was a robust 48%, demonstrating the increasing demand for wireless services globally. From 1Q00, BellSouth's worldwide wireless total customer base doubled to 42.6 million throughout sixteen countries, with a total population of 537 million.

For the quarter, BellSouth's Domestic and Latin America wireless operations delivered more than two-thirds of the company's normalized consolidated revenue growth.

Additional Details

Domestic Advertising and Publishing
BellSouth's advertising and publishing business grew revenues 23.8% -- driven by a book shift and volume growth in the domestic books. EBITDA grew 44% to $233 million, driving an EBITDA margin of 53.3%.

BellSouth consolidated results
Interest expense increased 37.3% over 1Q00, primarily driven by interest expense related to Cingular but which is offset by interest income booked to the Other Income/Expense line. Adjusting for the higher interest expense related to Cingular, interest expense would have grown 17.6%, driven by debt related to Colombia, and the buyout of our partners in our Carolinas PCS operations.

The effective tax rate for 1Q01 was 36.6%.

BellSouth's capital expenditures for 1Q01 were $1.6 billion, up 5% over 1Q00. First quarter was a ramp-up due to heavier spending on DSL and long distance entry. Total cumulative costs related to long distance entry are in the $1.0 -- $1.5 billion range. Capital expenditure guidance for 2001 is in the range of $5.5 -- $6.0 billion, excluding the impact of Cingular Wireless.

BellSouth's level of investment in its networks has remained fairly stable and consistent over time, allowing BellSouth to lead the industry in broadband deployment, with 95% of the customers in our top metros within 12,000 feet of a fiber connection. The company's success in managing its network is clear – today BellSouth has over 520 broadband switches, over 17,000 SONET rings, and 3.5 million miles of fiber deployed in its network.

Long distance entry update
During the quarter, BellSouth passed a major long distance milestone in Georgia when KPMG delivered its final report to the Georgia PSC. After evaluating over 1,170 criteria in testing BellSouth's OSS, the independent firm told the PSC that BellSouth satisfied over 96% of the sample criteria, and with actual orders from CLECs flowing through at an even better rate than the samples. The same OSS systems support local competition across BellSouth's nine-state region. BellSouth expects to file a notification with the Georgia PSC in late May and with the FCC in July.

In addition, on April 12, BellSouth asked the North Carolina Utilities Commission to concur that the company is ready to provide long distance service. After gaining the Commission's endorsement, BellSouth will then seek permission from the FCC to enter the long distance market in North Carolina. Commission action is expected this summer.

OSS testing continues in Florida with a filing expected with the PSC in May and a state decision expected in December, followed by an FCC filing in late December or January.

2001 Guidance
BellSouth is reaffirming its previous guidance for certain key financial and business metrics in 2001 as follows:

- EPS growth in the 7% - 9% range
- Total operating revenue growth (including Cingular) of 9% - 11%
- Data revenue growth of approximately 30%
- DSL high-speed Internet customers of 600,000 at 12/31/01
- Capital expenditures of $5.5 - $6.0 billion

This document contains forward-looking statements, and actual results may vary significantly depending on factual developments, including whether our assumptions materialize. We refer you to our form 10-K, 10-Qs, and 8-Ks that we have filed with the SEC, which discuss factors that may cause actual results to differ materially from those forecast. The forward-looking information in this document is given as of this date only, and BellSouth assumes no duty to update this information.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Rebuttal Testimony and Exhibits of Colette Davis of Covad Communications Company has been furnished by (*) hand delivery or by U. S. Mail on this 20th day of July, 2001, to the following:

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