

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota February 2014 - February 2015

Statistical parameters used to calculate whether PAP standards have been met or missed, and any applicable PAP payments, are sometimes required to be different than those used to calculate performance in this report. See the Reading Reports link on CenturyLink's Wholesale Website for details.

March 10, 2015

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation CTL-Q Num	rator CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ebruary 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		206	206							
February 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	164,658	164,658	100.00%						
ebruary 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,269	1,269	100.00%						
February 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	451	451	100.00%	0.00%	,927 5,95	9 99.46%	7.31%	-1.504539	-1.914695
February 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,269	1,269	100.00%						
February 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1268.17	6,552	0.19						
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,320	27,360	99.85%						
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%						
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,315	27,360	99.84%						
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%						
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%						
February 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%						
February 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0							
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	3 100.00%	0.00%		
February 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%		66.07%	47.35%	-0.710285	-1.431822
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:26	1	2:26	0:00	2:15	2 1:07	0:04	0.643345	-0.608874
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:11	1	0:11	0:00 61	9:23	4 31:51	31:21	-1.007727	-1.612655
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		3 21	4 1.40%	11.76%	-0.727081	-1.442034
February 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,218	0.00%		0 10,53	6 0.00%	6		
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	97			146 27,70		7.24%	-0.715615	-1.435063
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0 14	0.00%	6		
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	199	0.50%	7.07%	3 23	4 1.28%	11.25%	-0.718584	-1.436868
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	826	0.12%	3.48%	211 43,52	5 0.48%	6.95%	-1.490907	-1.906407
February 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,488	0.00%	0.00%					-3
February 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.10%	0.35%					-2.696967
February 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.04%						
February 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.10%						
February 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	110 12	0 91.67%	27.64%	-0.916057	-1.556923
February 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	63	6 95.45%	20.83%	-0.304034	-1.18484
February 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	58 5	8 100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	16	2	8.00	2.83	506 10	3 4.91	3.14	1.221227	-0.257547
February 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	240	240	100.00%						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3665.16	20,362	0.18						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7627.24	12,302	0.62						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11292.40	20,362	0.55						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1093.06	3,526	0.31						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1165.39	3,526	0.33						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	294.32	1,132	0.26						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4202.88	1,056	3.98						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4497.20	1,132	3.97						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2228.48	3,482	0.64						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6175.06	2,182	2.83						
February 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8403.54	3,482	2.41						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5134.50	8,150	0.63						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4968.00	4,320	1.15						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	10102.50	8,150	1.24						
February 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	587.40	660							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	362.45	576	0.63						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	949.85	660	1.44						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1582.86	5,106	0.31						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4595.40	10,212	0.45						
February 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6178.26	5,106	1.21						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	49.86	831	0.06						
February 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1001.70	2,862							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.06	831	1.26						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2098.62	2,862	0.73						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1605.20	4,013	0.40						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	43016.63	2,329	18.47						
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	44621.83	4,013	11.12						
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10598.40	6,729	1.58						
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18251.54	4,621	3.95						
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50475.20	5,893	8.57						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26950.59	7,526	3.58							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18633.37	959	19.43							
bruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6099.72	1,589	3.84							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19416.72	5,404	3.59							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2307.10	3,482	0.66							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6211.16	1,716	3.62							
ebruary 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	135	177	76.27%							
ebruary 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	154	205	75.12%							
ebruary 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11	90.91%							
ebruary 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	135	138	97.83%							
ebruary 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	154	165	93.33%							
ebruary 2015 ebruary 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs			N/A	10	103								
ebruary 2015	Pre-Ordering	PO-2B	Electronic LSRs Rejected Manually	Unbundled Loop Aggregate	Diagnostic	N/A	49:02	17								_
	_		·	Product Aggregate	Diagnostic											
ebruary 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	123	123	100.00%							
ebruary 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	10	10								
ebruary 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	127	127	100.00%							
ebruary 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	18	18	100.00%							
ebruary 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
ebruary 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	39	39	100.00%							
ebruary 2015	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
ebruary 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
anuary 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	274	274	100.00%							
anuary 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,460	165,460	100.00%							
lanuary 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,516	1,516	100.00%							
lanuary 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	304	309	98.38%	12.62%	4,970	5,032	98.77%	11.03%	0.396203	-0.7591
anuary 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,251	1,251	100.00%							
anuary 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,264,971	3,112,976	1.05							
anuary 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1235.77	6,409	0.19							
anuary 2015	·	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
lanuary 2015		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							_
lanuary 2015		GA-1	Gateway Availability - LSR	XML		N/A	30,420	30,420	100.00%							
					Diagnostic											
lanuary 2015	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
lanuary 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
lanuary 2015		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
lanuary 2015	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								\perp
lanuary 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	5	6				
lanuary 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%		32			49.49%	0.154529	
lanuary 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	4:18	1	4:18	0:00	3713:22	93	39:56	55:20	-0.640455	-1.3893
lanuary 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:18	3	5:06	4:59	20:02	6	3:20	0:29	1.446632	-0.120
lanuary 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	8:27	2	4:13	2:31	9338:04	253	36:55	51:38	-0.891605	-1.5420
lanuary 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	5	97	5.15%	22.11%	-0.231934	-1.1410
lanuary 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	6	0.00%	0.00%		
lanuary 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	24	279	8.60%	28.04%	-0.432314	-1.2628
lanuary 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		6	215	2.79%	16.47%	-1.033573	-1.6283
anuary 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,242	0.00%		1	10,968				
anuary 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	98	1.02%		214					
anuary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0					
anuary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	201	1.49%		6				-0.699902	-1.425
anuary 2015 anuary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	854	0.23%							
	·						1									
anuary 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1 526	100.00%		79	97	81.44%	38.88%	-0.474893	
anuary 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,536	0.06%							-2.8
anuary 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.01%						-2.9979
nuary 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.06%							
nuary 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
nuary 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%							
anuary 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	6	6	100.00%	0.00%	53	56	94.64%	22.52%	-0.553856	-1.33
anuary 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	57	57	100.00%	0.00%		
anuary 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%							
anuary 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	11	2	5.50	4.95	496	85	5.84	6.50	-0.0721	-1.0438
anuary 2015	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	3			135	43	3.14	1.70	1.453806	-0.1161
anuary 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10									
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	12				217	230	94.35%	23.09%	-0.826587	-1.5025

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmar	k CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
anuary 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	215	226	95.13%	21.52%	-0.318478	-1.193621
anuary 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	139	139	100.00%							
lanuary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3886.34	25,437	0.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10800.68	15,787	0.68							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14687.02	25,437	0.58							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1331.61	4,655	0.29							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1453.83	4,655	0.31							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	374.62	1,355	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5150.62	1,355	3.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2133.14	3,746	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10742.00	2,368	4.54							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12875.14	3,746	3.44							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5296.08	9,318	0.57							
January 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11782.08	9,318	1.26							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1,651	1.11							
January 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1856.93	6,749								
January 2015	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	3875.19	11,674	0.33							
January 2015	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5732.12	6,749								
January 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	72.72	1,001	0.07							
January 2015	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	1010.69	3,138	0.32							
January 2015	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1238.87	1,001	1.24							
January 2015	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering	PO-1-IMA GUI		REQUEST		N/A	1592.75	4,511	0.74							
	Pre-Ordering			RESPONSE	Diagnostic	N/A	61210.50		19.50							
January 2015		PO-1-IMA GUI		TOTAL	Diagnostic	N/A		3,139	13.92							
January 2015	Pre-Ordering				Diagnostic		62803.25	4,511								
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13467.28	7,502	1.80							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21548.35	5,165	4.17							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58928.01	6,528	9.03							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30816.87	8,380	3.68							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20939.90	1,070	19.57							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7068.80	1,792	3.94							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23791.41	6,051	3.93							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2373.30	3,838	0.62							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7283.59	1,949	3.74							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	160	209	76.56%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	220	257	85.60%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	160	163								
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	220	224	98.21%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	16:28	19	0:52							
January 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	166	166	100.00%							
January 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
January 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	155	155	100.00%							
January 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
January 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
January 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
January 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2	0.00%	0.00%	1	7	14.29%	34.99%	-0.76471	-1.46491
December 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	237	237	100.00%							
December 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,935	163,935	100.00%							
December 2014		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,286	1,286	100.00%							
December 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	376	378	99.47%	7.25%	5,306	5,357	99.05%	9.71%	-0.818382	-1.497541
December 2014	-	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,286	1,286	100.00%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,594,360	3,453,042	1.04							
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1271.46	6,553								
		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
		4.5	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
ecember 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
ecember 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	2	0.00%	0.00%		
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:07	1	0:07	0:00						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4:06	2	2:03	0:25	29:13	2	14:36	14:32	-0.864241	-1.52542
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	2	50.00%	50.00%	0	
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		2	216	0.93%	9.58%	-0.589958	-1.35866
December 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,242	0.01%	1.04%	0	11,064	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	112	0.00%		329	28,247	1.16%	10.73%	-1.146583	-1.69707
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	140	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	202	0.99%	9.90%	2	236	0.85%	9.17%	-0.326171	-1.19829
	Maintenance and Repair		Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	855	0.00%		423		0.96%	9.74%		
	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.01%	0.06%		,				-2.96812
	Network Performance		Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.07%						-2.97810
	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.01%	0.0770						2.37010
	Network Performance			LIS Trunk		N/A	0	2,433	0.01%							
	Ordering and Provisioning		Trunk Blockage to CTL-Q End Ofc w/o TGSR excl Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Diagnostic Parity	N/A	0	2,433	0.01%	0.00	6,405	42	152.50	293.80	-0.717188	-1.4360
						N/A	0	2		0.00%	0,405	42		37.27%		
	Ordering and Provisioning		Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity						1 10					
	Ordering and Provisioning		Dispatches within MSAs	Residence	Parity	N/A	5	6	83.33%	37.27%	146			26.49%		-0.83910
	Ordering and Provisioning		Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	76	76		0.00%		
	Ordering and Provisioning		No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	81	81	100.00%	0.00%		
	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
	Ordering and Provisioning		Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	2.52	569			3.59		
	Ordering and Provisioning		Dispatches outside MSAs	Residence	Parity	N/A	15	3	5.00	0.00	211	62	3.40	1.72	1.334622	-0.18860
	Ordering and Provisioning		Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	6	2	3.00							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17	18	94.44%	22.91%	299	316	94.62%	22.56%	-0.360956	-1.21944
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	271	288	94.10%	23.57%	-0.431569	-1.26237
December 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	388	388	100.00%							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5087.64	32,180	0.16							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11823.60	18,256	0.65							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16911.24	32,180	0.53							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1725.19	6,060	0.28							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1867.81	6,060	0.31							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	686.53	2,353	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5462.53	2,353	2.32							
December 2014	-		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2788.63	4,927	0.57							
December 2014	_		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12492.16	2,647	4.72							
December 2014	_		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	15280.79	4,927	3.10							
December 2014	_		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							
December 2014	-		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2014	_		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11,820	1.12							
December 2014 December 2014	_		Pre-Order Response Times (Meet Point Inquiry)	REQUEST		N/A	1830.39	2,344	0.78							
December 2014 December 2014	_		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	2,344	0.80							
	-				Diagnostic	N/A N/A	2469.52									
December 2014	_		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic			2,344	1.05							
December 2014			Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7,811	0.29							
December 2014	-		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12,594	0.36							
December 2014	-		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7,811	0.87							
December 2014			Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1,111	0.07							
December 2014			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4,269	0.32							
December 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1,112	1.24							
December 2014			Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4,269	0.66							
December 2014		PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2077.69	5,756	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	68068.80	3,480	19.56							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70146.49	5,756	12.19							
				XML Request/Response		N/A	12743.24	7,240	1.76							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sco
ecember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19385.63	5,002	3.88							
ecember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	60353.58	6,342	9.52							
cember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29881.76	8,096	3.69							
cember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)		Diagnostic	N/A	20137.15	1,045	19.27							
cember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7098.72	1,679	4.23							
cember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22593.24	5,798	3.90							
cember 2014	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)		Diagnostic	N/A	2323.36	3,775	0.62							
cember 2014	-	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7289.89	1,842	3.96							_
	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	166	216								_
cember 2014	-	PO-2A	All Electronic LSRs		Diagnostic	N/A	177	236	75.00%							_
	-	PO-2A	All Electronic LSRs				4	8	50.00%							_
cember 2014	-			Unbundled Loop Aggregate	Diagnostic	N/A										_
cember 2014		PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	166	169								_
cember 2014	-	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	177	180								
ecember 2014	-	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4								
ecember 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:08	12	1:36							
ecember 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	128	128	100.00%							
cember 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
cember 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	159	159	100.00%							
ecember 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	21	21	100.00%							
ecember 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
cember 2014	-	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47								
ecember 2014	-	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
ecember 2014	-	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	22	2 0.00%	6 0.00%		_
ovember 2014	-	BI-2	Invoices Delivered within 10 Days				222	222		0.0070	Ü		0.0070	0.0076		_
	-	BI-3A			Parity by Design	N/A	164,110	164,274	99.90%							_
ovember 2014	-		Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic											-
ovember 2014	-	BI-3B	Billing Accuracy - Adjustments for Errors		Diagnostic	N/A	1,361	1,361	100.00%	0.000/						
ovember 2014	-	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	450	450	100.00%	0.00%	5,806	5,830	99.59%	6.40%	-1.314098	-1.798
vember 2014	Billing	BI-4B	Reciprocal Compensation (MOU):		Diagnostic	N/A	1,361	1,361	100.00%							
	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,352,486	3,214,173	1.04							
ovember 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1295.22	6,971	0.19							
ovember 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
ovember 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
ovember 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							
ovember 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,220	41,220	100.00%							
ovember 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,005	40,005	100.00%							_
		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,700	20,700	100.00%							_
		GA-7	Timely Outage Resolution after Software Releases		Diagnostic	N/A	0	0	100.0070							_
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	2	2	100.00%	0.00%						
											4	4	400.000/	0.000		-
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1		0.00%	- 1	- '	100.00%	6 0.00%		-
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2		Parity	N/A	2	2		0.00%						
	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:01	1		0:00	5539:59	147	37:41	73:55	-0.184325	5 -1.1120
ovember 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2		Parity	N/A	3:17	2		0:05						
ovember 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:38	1	3:38	0:00	0:03	1	0:03	0:00		
ovember 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:22	2	1:41	0:20						
ovember 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	168:50	1	168:50	0:00	10848:24	332	32:41	57:56	2.326348	0.414
ovember 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	152	2 22.37%	6 41.67%	-0.535026	-1.325
ovember 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%						
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	6 0.00%		
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2		Parity	N/A	0	2		0.00%				,,,,,,		
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	63	353	3 17.85%	6 38.29%	-0.465433	3 -1.282
	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	2	42		21.30%	03				1.950274	
	Maintenance and Repair	MR-8		LIS Trunk							- 0					
			Trouble Rate		Parity	N/A	1	9,242	0.01%	1.04%	1	10,584			0.099145	
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	138	0.72%	8.48%	267				-0.259134	4 -1.157
	Maintenance and Repair	MR-8	Trouble Rate		Parity	N/A	0	70			0	139				
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	203		9.88%	0				0.80843	
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	860	0.12%	3.41%	353	44,501	0.79%	8.87%	-2.216581	1 -2.347
ovember 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	123	152	80.92%	39.29%	-0.483975	-1.294
vember 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.03%	0.14%						-2.910
	Notwork Porformance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						
	INCLWOLK FEHOLIHANCE															
ovember 2014			Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1.536	0.03%							
ovember 2014 ovember 2014		NI-1C NI-1D	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl Trunk Blockage to CTL-Q End Ofc w/o TGSR excl		Diagnostic Diagnostic	N/A N/A	0	1,536 2,433	0.03%							-

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Resu	It CLEC Standard Deviation CT	L-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00		9	39	23.08%		-0.540833	
November 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00	% 0.00%	105	111	94.59%	22.61%	-0.522876	-1.317886
November 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00	% 0.00%	60	61	98.36%	12.70%	-0.250128	-1.152067
November 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	7	7	100.00	% 0.00%	70	70	100.00%	0.00%		
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00	%						
November 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	11	1	11.0	0.00	531	86	6.17	4.66	0.827418	-0.496965
November 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.0	00						
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	16	100.00	% 0.00%	229	243	94.24%	23.30%	-0.957987	-1.582415
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00	% 0.00%	211	222	95.05%	21.70%	-0.321457	-1.195432
November 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	265	265	100.00	%						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4598.76	24,204	0.	19						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10423.35	16,545	0.0	63						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15022.11	24,204	0.0	62						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1656.64	5,177	0.3	32						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1818.99	5,177	0.3	35						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.38	2,186	0.3	33						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	114.53	881	0.	13						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	835.91	2,186	0.3	38						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2850.76	4,598	0.0	62						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21341.12	3,923	5.4	44						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	24191.88	4,598	5	26						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6665.62	10,751	0.0	62						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.	15						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13151.62	10,751	1.3	22						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1479.00	1,740	0.8	85						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	897.93	907	0.9	99						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2376.93	1,740	1.3	37						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2279.02	6,703	0.3	34						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4378.36	11,522	0.3	38						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6657.38	6,703	0.9	99						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	74.80	935	0.0	08						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1423.76	3,848	0.3	37						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1165.00	932	1.3	25						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2663.56	3,848	0.0	69						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1882.44	4,482	0.4	42						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54514.83	2,829	19.	27						
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56397.27	4,482	12.	58						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12676.90	7,457	1.	70						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	16121.16	4,071	3.9	96						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56435.78	5,891	9.	58						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29559.30	7,989	3.	70						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20889.00	1,055	19.	80						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6674.08	1,652	4.0	04						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	20787.36	5,588	3.	72						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2017.27	3,307	0.0	61						
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7030.26	1,662	4.:	23						
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	192	234	82.05	%						
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167	237	70.46	%						
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	13	76.92	%						
November 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	192	195	98.46	%						
November 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167	170	98.24	%						
November 2014	-	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00	%						
November 2014	-	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10:33	12								
November 2014	, and the second	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	105	105								
November 2014	-	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	10									
November 2014	_	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	181	181								
November 2014		PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28									
November 2014	-	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2									
November 2014		PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37									
	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		277									
				UNEs and Resale Aggregate			166,343	166,510								
	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNES and Resale Addregate	Diagnostic	N/A										

Month	PID Category	PID	PID Title	Product Category	Standard	Benchman	k CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	400	401	99.75%	4.99%	6,287	6,389	98.40%	12.53%	-2.08771	-2.269238
October 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,477	1,477	100.00%							
October 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,748,205	3,589,022	1.04							
October 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1620.47	8,685	0.19							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,160	29,160	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,160	29,160	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
October 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
October 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	49	84	58.33%	49.30%	-1.181249	-1.718148
October 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	43:23	1	43:23	0:00	9526:06	202	47:10	52:52	-0.071234	-1.043307
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4:37	1		0:00						
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	3:09	1		0:00	20758:07	469	44:16	86:24	-0.475281	-1.28895
October 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0.00	1		0.00%	33	210	15.71%		-0.430763	
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1		0.00%	55	210	10.7 170	00.0370	0.400700	1.201000
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2		Parity	N/A	0	1		0.00%	67	501	13.37%	34.04%	-0.392518	-1.238634
	·	MR-8		Unbundled Loop Analog	-		0	42		0.00%	2	221				
October 2014	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A					2		0.90%		-0.567722	-1.345151
October 2014	Maintenance and Repair	MR-8 MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,266	0.00%	7.0001	0	10,584	0.00%		0.007000	4.50000
October 2014	Maintenance and Repair		Trouble Rate	Residence	Parity	N/A	1	158	0.63%	7.93%	407	28,842	1.41%		-0.827083	
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	70		11.87%	0	111	0.00%		0.287825	
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	205			2	242	0.83%		-0.961701	
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	868	0.12%	3.39%	501	45,018	1.11%		-2.775293	
October 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1		0.00%	162	210	77.14%	41.99%	-0.54304	
October 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.02%	0.11%						-2.936308
October 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-2
October 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,560	0.02%							
October 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
October 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	133	142	93.66%	24.36%	-0.795093	-1.483382
October 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	79	81	97.53%	15.52%	-0.310645	-1.188859
October 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	14	14	100.00%	0.00%	88	88	100.00%	0.00%		
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
October 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	64	9	7.11	3.33	561	102	5.50	6.45	1.135896	-0.309424
October 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	6	1	6.00	0.00	267	64	4.17	5.65	1.112321	-0.323757
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	27	28	96.43%	18.56%	294	314	93.63%	24.42%	-0.580924	-1.353177
October 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	219	219	100.00%							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	381.52	2,254	0.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1198.25	1,784	0.67							
October 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	1579.77	2,254	0.70							
October 2014	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	133.42	428	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	151.19	428								
October 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
October 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
October 2014 October 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200								
October 2014 October 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	183.55	292								
October 2014 October 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE		N/A	1993.32	290								-
				TOTAL	Diagnostic				7.46							-
October 2014	Pre-Ordering Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI		REQUEST	Diagnostic	N/A	2176.87 537.35	292 860	0.62							-
October 2014					Diagnostic	N/A										
October 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7023.35	860								
October 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	82.29	96								
October 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	79.12	96								
October 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	161.41	96								
October 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	220.79	715								
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	526.15	1,428								
October 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	746.94	715								
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	8.52	120	0.07							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	73.57	213	0.35							
October 2014																

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmarl					CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sco
October 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	231.90	213	1.0	9						
October 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	161.73	416	0.3	9						
October 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7941.44	416	19.0	9						
October 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	8103.17	416	19.4	8						
October 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8533.53	4,625	1.8	5						
October 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13741.81	3,219	4.2	7						
October 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	45563.56	4,024	11.3	2						
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	19017.53	5,177								
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	13245.90	670								_
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4461.34	1,088								_
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15159.29	3,732								_
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response		N/A	1505.55	2,369								
	-				Diagnostic											_
	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5825.53	1,219								
	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	210	264								
	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199	272								
	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13									
	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	210	213		%						
October 2014 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199	207	96.14	%						
October 2014 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00	%						
October 2014 P	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	22:12	2	11:0	6						
October 2014 P	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	53:22	22	2:2	6						
October 2014 P	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	139	139	100.00	%						
October 2014 P	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	13	13	100.00	%						
	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	200	200	100.00	%						
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32								
	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3									_
	-	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48								_
	Pre-Ordering															
	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1								
	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1								
	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	7	7								
September 2014 B		BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	203	203								
September 2014 B	-	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	169,065	169,065	100.00	%						
September 2014 B	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00	%						
September 2014 B	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	455	455	100.00	% 0.00%	6,030	6,066	99.41%	7.68%	-1.589617	-1.9664
September 2014 B	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00	%						
September 2014 D	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,043,868	2,906,752	1.0	5						
September 2014 D	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1336.71	7,237	0.1	8						
September 2014 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,397	26,760	98.64	%						
September 2014 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00	%						
		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	26,397	26,760								
		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760								
	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	36,705	36,705								
				EXACT												_
	Electronic Gateway Availability		System Availability - ASR		Diagnostic	N/A	21,960	21,960		76						
		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1			1	2				
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2				2				
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33		62					
September 2014 M	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:05	1	23:0	5 0:00	10661:07	196	54:24	54:08	-0.57692	-1.350
September 2014 M	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	66:34	1	66:3	4 0:00	8092:25	195	41:30	40:34	0.709523	-0.568
September 2014 M	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8:58	1	8:5	8 0:00	5:46	1	5:46	0:00		
eptember 2014 M	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:32	2	2:4	6 1:01	5:46	1	5:46	0:00		
eptember 2014 M	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:06	1	0:0	6 0:00			45:16	6 47:51	-0.942796	-1.573
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1			36					
	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00							
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1								1.30
	Maintenance and Repair	MR-7E					0					_				_
			Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A		2				_				1.0=0
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1								
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	42							0.252515	-0.846
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,362			0	,				
September 2014 M	Naintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	151	1.32	% 11.43%	426	29,163	1.46%	6 12.00%	-0.139192	-1.084
Sentember 2014 M	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00	%	0	116	0.00%	6		
repterriber 2014			Trouble Rate				2	212	0.94	% 9.67%		248	0.81%	6 8.94%	-0.324728	-1.197

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation CTL-Q Nume	ator CTL-	-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	873	0.11%	3.38%	541	45,439	1.19%	10.85%	-2.903539	-2.76522
	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	203	76.85%	42.18%	-0.547545	-1.33288
September 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1		0.00%	168	198	84.85%	35.86%	-0.421514	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0			0.01%			0.10071		01.2.011	-2.99630
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0			0.00%						
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0			0.0070						
	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk		N/A	0	,								-
		OP-3A			Diagnostic	N/A	4			0.000/	165	171	00.400/	40.400/	-0.377001	4.000
	Ordering and Provisioning		Dispatches within MSAs	Residence	Parity					0.00%		95	96.49%	18.40%		
	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	7			0.00%	88		92.63%	26.13%	-0.720142	-1.43781
	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	13			0.00%	66	66	100.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1		100.0070	0.00%						
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5									
September 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	14			1.41	432	116	3.72		1.625763	-0.01160
September 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	14	3	4.67	2.08	194	63	3.08	1.57	1.644854	
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	23	24	95.83%	19.98%	306	332	92.17%	26.87%	-0.645318	-1.39232
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	302	324	93.21%	25.16%	-0.598918	-1.36411
September 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	278	278	100.00%							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2948.16	18,426	0.16							
September 2014	_	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11078.40	17,310	0.64							
September 2014	-		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14026.56	18,426								
September 2014			Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1715.01	5,197								
September 2014	_		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1898.49	5,197			_					
September 2014			Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	144.00	1,200								_
September 2014	_			RESPONSE		N/A	4051.64	1,018								-
			Pre-Order Response Times (Facility Assignment)		Diagnostic											
September 2014	-		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4195.64	1,200								
September 2014			Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2757.48									
September 2014	-		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	39865.20	4,170								
September 2014	-		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	42622.68	4,178								
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5727.16	8,548								
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12213.16	8,548	1.43							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1155.52	1,256	0.92							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1356.48	1,256	1.08							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2512.00	1,256	2.00							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1847.40	6,158	0.30							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3631.20	12,104	0.30							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5478.60	6,158	0.89							
September 2014	-		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	97.76									
September 2014			Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	798.70									
September 2014	-		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1528.75									
September 2014	-		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2425.21	2,282								
September 2014	-		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1334.94	3,513								
September 2014	-		Pre-Order Response Times(Loop Qual Tools)	RESPONSE		N/A	67669.32	3,508								
					Diagnostic						_					\leftarrow
September 2014			Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	69004.26	3,513								
September 2014	_	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12435.50	7,106								\leftarrow
September 2014		PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18937.21	5,077								
September 2014	-	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74818.82	6,163								
September 2014	-	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29833.43									
September 2014	-	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20061.03	1,023								
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6664.61	1,608	4.14							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22313.04	5,736	3.89							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2330.37	3,699	0.63							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8281.88	1,780	4.65							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	224	283	79.15%							
September 2014			All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	217									
September 2014		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1									
September 2014	-		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	224	_								
September 2014		PO-2B		Resale Aggregate W/O UNE-P-POTS		N/A	217									
	_	PO-2B	All Flow through Eligible LSRs		Diagnostic						_					-
September 2014			All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation 0	IL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sco
eptember 2014	_	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26:51	16	1:41							
eptember 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	152	152	100.00%							
ptember 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
eptember 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	217	217	100.00%							
eptember 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	33	33	100.00%							
eptember 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
eptember 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
eptember 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
eptember 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	189	189	100.00%							_
_	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,104	163,104	100.00%							_
-	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,830	1,830	100.00%							_
-	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	440	440	100.00%	0.00%	5,696	5,717	99.63%	6.05%	-1.227299	9 -1.746
_	Billing	BI-4B	Reciprocal Compensation (MOU):			N/A	1,526	1,526	100.00%	0.0078	5,030	5,717	99.0370	0.0376	-1.227233	-1.740
_				Reciprocal Compensation	Diagnostic											
ugust 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,714,346	3,566,933	1.04							-
ŭ .	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44	7,047	0.18							
ugust 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
ugust 2014		GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
ugust 2014	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
ugust 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
ugust 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,310	41,310	100.00%							
ugust 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
ugust 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								T
ugust 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
ugust 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	3	7	42.86%	49.49%	-2.88033	3 -3.751
ugust 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	13:43	1	13:43	0:00	10616:59	169	62:49	186:48	-0.262112	2 -1.159
igust 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	27:59	1	27:59	0:00	8270:52	214	38:39	38:18		
-	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:28	1	3:28	0:00						+
ugust 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:36	2	1:48	1:47	65:06	4	16:16	8:14	-2.028961	1 -2.2335
ugust 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	21:44	4	5:26	2:02	22462:19	494		115:15		
ugust 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	28	177	15.82%	36.49%		
_							1	1								
ugust 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A			100.00%	0.00%	42	217	19.35%	39.51%	0.851493	3 -0.4823
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%				0.4.000		
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	/	14.29%	34.99%		
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	86	528		36.93%		
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		7	232	3.02%	17.11%	-1.051843	3 -1.6394
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,386	0.01%	1.03%	0	11,136	0.00%			
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	134	2.24%	14.79%	413	29,413	1.40%	11.77%	0.546482	-0.6677
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	120	0.00%			
august 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	215	0.93%	9.60%	7	253	2.77%	16.40%	-1.207166	6 -1.7339
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	877	0.46%	6.74%	528	45,833	1.15%	10.67%	-1.91304	4 -2.1630
ugust 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	147	177	83.05%	37.52%	-0.635297	7 -1.3862
ugust 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	197	217	90.78%	28.93%	1.302749	9 -0.2079
ugust 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,560	0.04%	0.10%						-2.8
ugust 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						
ugust 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,560	0.04%	3.3370						
ugust 2014 ugust 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q Fall defined to Wo TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
ugust 2014 ugust 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	2,493	100.00%	0.00%	137	141	97.16%	16.60%	-0.496998	8 -1.302
_		OP-3A OP-3B					-	5			73					
ugust 2014	Ordering and Provisioning		Dispatches outside MSAs	Residence	Parity	N/A	5		100.00%	0.00%		76		19.47%		5 -1.2669
ŭ .	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	54	54		0.00%		-
ugust 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
ıgust 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
-	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	4.62	362	104	3.48	1.64		
gust 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	4	1	4.00	0.00	159	53	3.00	2.26	0.715986	6 -0.564
igust 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
ıgust 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17	19	89.47%	30.69%	256	271	94.46%	22.87%	0.502105	-0.694
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	261	278	93.88%	23.96%	-0.565612	2 -1.343
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	268	268	100.00%							1
			Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2572.92	18,378	0.14							_
ugust 2014	Pre-Ordering	PO-1-IMA (-III														

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmarl	k CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ugust 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14194.74	18,378	0.77							
ugust 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1430.80	5,110	0.28							
ugust 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1568.32	5,110	0.31							
ugust 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	156.00	1,300	0.12							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4932.00	1,300	3.79							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2519.30	4,130	0.61							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	22922.64	4,108	5.58							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	25441.94	4,130	6.16							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5317.80	8,863	0.60							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6256.00	5,440	1.15							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11573.80	8,863	1.31							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1026.60	1,180	0.87							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1900.74	1,203	1.58							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2927.34	1,180	2.48							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1627.56	6,028	0.27							
August 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	5210.74	12,118	0.43							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6838.30	6,028	1.13							
August 2014	Pre-Ordering	PO-1-IMA GUI		ACCEPT	Diagnostic	N/A	51.50	1,030	0.05							
August 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	687.90	2,293	0.30							
August 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1300.36	1,102	1.18							
August 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2039.76	2,293	0.89							
August 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	1309.80	3,540	0.37							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	65259.16	3,539	18.44							
August 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	66568.96	3,540	18.80							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	14378.86	7,499	1.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19283.39	5,158	3.74							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	75455.47	6,528	11.56							
August 2014 August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Crieck XML)	XML Request/Response		N/A	31541.27	8,394	3.76							
August 2014 August 2014	Pre-Ordering	PO-1-XIVIL	Pre-Order Response Times (Get CSK XML)	XML Request/Response	Diagnostic Diagnostic	N/A	21448.06	1,109	19.34							
	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)			N/A	6929.84	1,766	3.92							
August 2014	Pre-Ordering	PO-1-XIVIL		XML Request/Response	Diagnostic				4.00							
August 2014	Pre-Ordering		Pre-Order Response Times (Service Avail XML) Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic	N/A	22540.00	5,635								-
August 2014	Pre-Ordering	PO-1-XML	, ,		Diagnostic	N/A	2405.39	3,890	0.62							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8638.02	1,940	4.45							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	218	278	78.42%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	270	71.11%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	12								
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	218		98.20%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	200	96.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	9								
August 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	39:41	3	13:14							
August 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	44:05	28	1:34							
August 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	127	127	100.00%							
August 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	8	8	100.00%							
August 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	206	206	100.00%							
August 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
August 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	5	5	100.00%							
August 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
August 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
July 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	182	182	100.00%							
July 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	161,381	161,381	100.00%							
July 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							
July 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	402	406	99.01%	9.88%	5,521	5,589	98.78%	10.96%	-0.410744	-1.249714
July 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							
July 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,646,939	4,390,757	1.06							
July 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1402.03	7,669	0.18							
July 2014	Electronic Gateway Availability		Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
,			Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2014	Electronic Gateway Availability			and the second s		11.41.1	.0,200	.5,200								
July 2014 July 2014	Electronic Gateway Availability Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,080	42,180	99.76%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	k CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
uly 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1			4	4	100.00%	0.00%		
July 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6				50	89		49.62%	-2.093901	
July 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:11				9493:51	200	47:28	57:17	-0.561935	-1.341632
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:26									
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:21				3:24		1:08	0:56		
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19:06				20855:20	502		62:08	-0.977594	
July 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2			31	206		35.75%	-0.592351	
July 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1			29	211	13.74%	34.43%	-0.398232	
July 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	1			2	17	11.76%	32.22%	0.967422	2 -0.411849
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0									
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0				1		20.0070	43.30%	-0.516398	
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3			73		13.88%	34.57%	-0.693327	
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0				4	253		12.47%	-0.752851	1 -1.457701
July 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,026			0	11,160	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4				434	29,700	1.46%	12.00%	1.263311	1 -0.231961
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70			0	444				
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	218			4	253		12.47%	-0.973604	
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3				526	46,110	1.14%	10.62%	-2.215583	
July 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2			154	206	74.76%	43.44%	-0.817821	
July 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	182	211	86.26%	34.43%	-0.398232	
July 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	16	17	94.12%	23.53%	-0.242956	-1.147707
July 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-
July 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
July 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
July 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	9	1	9.00	0.00	3,229	31	104.16	148.11	-0.632376	-1.384457
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	13	31	41.94%	49.35%	3.719016	1.261001
July 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	8	9	88.89%	31.43%	118	122	96.72%	17.81%	0.514435	-0.687246
July 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	89	93	95.70%	20.29%	-0.607292	-1.369207
July 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	15	15	100.00%	0.00%	65	65	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	58	8	7.25	5.92	429	98	4.38	2.86	1.926837	0.171433
July 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	17	4	4.25	2.22	301	76	3.96	6.15	1.015222	-0.382789
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	32	33	96.97%	17.14%	267	282	94.68%	22.44%	-0.554358	-1.337026
July 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	325	325	100.00%							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2495.36	17,824	0.14							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10873.17	17,259	0.63							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13368.53	17,824	0.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1463.84	5,228	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1602.65	5,228	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	401.94	1,386	0.29							
July 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5177.94	1,386	3.74							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2426.06									
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	27905.74	4,021	6.94							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	30331.80	3,913	7.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5462.73	8,671	0.63							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11948.73	8,671	1.38							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1176.58	1,322	0.89							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	941.25	1,255	0.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2117.83	1,322	1.60							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1668.24	5,958	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4113.78	12,466	0.33							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5782.02	5,958	0.97							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	46.24	1,156	0.04							
July 2014		T	In a land and a second	DECLIFOT	Discount	NI/A	000.04	0.404	0.24							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	660.61	2,131	0.31							
	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1482.08									

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark					CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
July 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	1143.45	3,267	0.35							
uly 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	69328.16	3,581	19.36							
luly 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70471.61		21.57							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13276.56	7,470	1.78							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21496.01	5,150	4.17							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	71518.47	6,526	10.96							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30477.51	8,356	3.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20359.71	1,071	19.01							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6872.94	1,772	3.88							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23988.49	6,019	3.99							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2516.77	3,845	0.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8389.42	1,931	4.34							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	199		75.95%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196									
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11								
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199									
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196		96.08%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10								
	-			1 11 1		N/A										
July 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic		69:58									
July 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125									
July 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Diagnostic	N/A	10	10								
July 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	189									└
July 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35									
July 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3								
July 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	58	58	100.00%							
July 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
July 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		
June 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	208	208	100.00%							
June 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	162,427	162,427	100.00%							
June 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,534	1,534	100.00%							
June 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	385	386	99.74%	5.08%	5,819	5,867	99.18%	9.01%	-1.181118	-1.7180
June 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,534	1,534	100.00%							
June 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
June 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,166,786	2,958,740								
June 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44		0.18							
June 2014	· ·	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980		100.00%							
June 2014		GA-1	Gateway Availability - LSR	SIA		N/A	28,980		100.00%							
June 2014	Electronic Gateway Availability			XML	Diagnostic		28,980		100.00%							
			Gateway Availability - LSR	EBTA	Diagnostic	N/A										
June 2014	Electronic Gateway Availability		Gateway Availability - Repair		Diagnostic	N/A	41,460		100.00%							
June 2014		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,287		99.77%							
June 2014		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060		100.00%							
June 2014		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	6	66.67%		2			0.00%	-0.179284	
June 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	44	94	46.81%	49.90%	-1.49177	-1.90693
June 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	96:44	3	32:15	9:08	13554:01	306	44:18	50:40	-0.409975	-1.2492
June 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	46:21	1	46:21	0:00	7907:53	197	40:08	80:58	0.504372	-0.6933
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	2:28	1	2:28	0:00	4:08	2	2:04	1:55	-0.729003	-1.44320
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	45:17	1	45:17	0:00	5:19	1	5:19	0:00		
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	39:19	6	6:33		4:08	2				-1.128
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	82:28				24655:44	602				
June 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	2				53					
June 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1			31					
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0				0	202				2002
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0				0		0.00%			
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1				0					-1.4100
	Maintenance and Repair						0				101					
June 2014		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A										
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0				2				-0.518	-1.3149
June 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0				0	,				
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4				530					
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1				1	450				
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	221	2.71%	16.25%	2	254	0.79%	8.84%	1.272117	-0.22660

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	890	0.45%	6.69%	637	46,483	1.37%	11.63%	-2.340932	-2.423186
June 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	231	310	74.52%	43.58%	-1.008038	-1.612844
June 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	202	77.23%	41.94%	-0.541682	-1.329319
June 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.03%	0.08%						-2.895273
June 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.02%	0.13%						-2.945126
June 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.03%							
June 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.02%							
June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	11	1	11.00	0.00	2,831	30	94.37	143.27	-0.572438	-1.348018
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	10	30	33.33%	47.14%	3.719016	1.261001
June 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	126	134	94.03%	23.69%	-0.55321	-1.336328
June 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	84	89	94.38%	23.03%	-0.530837	-1.322726
June 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	16	16	100.00%	0.00%	68	68	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
June 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	10	1	10.00	0.00	358	93	3.85	3.67	1.563224	-0.049628
June 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	13	3	4.33	2.52	191	60	3.18	2.37	1.155221	-0.297676
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	24	26	92.31%	26.65%	277	294	94.22%	23.34%	0.077316	-0.952995
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	289	302	95.70%	20.30%	-0.470373	-1.285966
June 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	474	474	100.00%							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3566.22	24,357	0.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10195.64	16,705	0.61							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13761.86	24,357	0.57							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1654.23	5,572	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1871.63	5,572	0.34							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	629.30	2,280	0.28							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	48.57	795	0.06							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	677.87	2,280	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2966.94	4,664	0.64							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	19420.31	3,343	5.81							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	22387.25	4,664	4.80							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6332.93	10,058	0.63							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12818.93	10,058	1.27							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1640.02	1,832	0.90							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	984.04	973	1.01							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2624.06	1,832	1.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1960.10	6,563	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4816.36	11,142	0.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6776.46	6,563	1.03							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	66.66	1,024	0.07							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1033.17	3,179	0.32							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1231.04	1,025	1.20							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2330.87	3,179	0.73							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1660.68	4,459	0.37							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61049.94	3,183	19.18							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62710.62	4,459	14.06							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12237.43	7,032	1.74							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	20460.15	4,824	4.24							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	62082.99	6,210	10.00							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29010.77	7,869	3.69							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	19741.75	1,015	19.45							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6403.53	1,640	3.90							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23392.90	5,614	4.17							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2300.50	3,711	0.62							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7004.22	1,777	3.94							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	194	254	76.38%							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	149	212	70.28%							

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Scor
une 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	16								
ıne 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	194	197	98.48%	6						
une 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	149	160		5						
une 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%	5						
une 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	36:50	2	18:25	5						
une 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:58	22	2:05	5						
une 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	102	102	100.00%	5						
lune 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	12	12	100.00%	6						
lune 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	183	183	100.00%	6						
lune 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%	6						
June 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%	5						
June 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%	5						
June 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%	5						
June 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%	5						
June 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
May 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	215	215	100.00%							
May 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	160,242	160,242	100.00%							
May 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,564	1,564	100.00%	5						
May 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	536	538	99.63%	6.09%	5,453	5,515	98.88%	10.54%	-1.580133	-1.9606
May 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,564	1,564								
May 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,373,468	3,202,610								
May 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1281.60	6,978								
May 2014		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,778	30,420								_
May 2014	Electronic Gateway Availability		Gateway Availability - LSR	SIA	Diagnostic	N/A	29,778	30,420								_
May 2014		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,773	30,420								_
May 2014	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,280	86,280								_
May 2014		GA-3				N/A	83,850	83,850								_
			Gateway Availability - Repair	RepairGUI EXACT	Diagnostic											_
May 2014	Electronic Gateway Availability		System Availability - ASR		Diagnostic	N/A	22,500	22,500								_
May 2014		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0		0.000/						
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1								
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3			1	1	100.00%			
May 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3			41					
May 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	26:24	1			5115:43					
May 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	25:42	1			4593:03	169	27:11	23:59	-0.06144	1 -1.0373
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:02	1								
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:27	3			1:33		1:33			
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	5:42	2			11267:53	446				
May 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	1			39					
May 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1			26	175	14.86%	35.57%	-0.41654	1 -1.2532
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	1	0.00%	0.00%	-0.67449	-1.4100
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	75	473	15.86%	36.53%	-0.612615	-1.3724
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%	6	1	254	0.39%	6.26%	-0.365557	-1.2222
May 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,026	0.01%	1.05%	0	11,472	0.00%	6		
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	100	2.00%	14.00%	399	30,268	1.32%	11.41%	0.301962	-0.816
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	72	0.00%	5	0	450	0.00%	6		
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	222	1.35%	11.55%	1	254	0.39%	6.26%	0.634237	-0.6144
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	891	0.22%	4.73%	473	46,784	1.01%	10.00%	-2.324878	-2.4134
May 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	178	207	85.99%	34.71%	-0.402664	-1.2448
May 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	161	175	92.00%	27.13%	1.370745	-0.1666
May 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%				Ì		
Лау 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493						İ		
May 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
May 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493								
Лау 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9			102	105	97.14%	16.66%	-0.493769	-1.300
May 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5			68					
лау 2014 Лау 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	33				81					1.0000
May 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence		N/A	2	1			167					1 -1.245
		OP-4B OP-5A			Parity	N/A	45	47			244					
May 2014	Ordering and Provisioning		New Service Installation Quality	Residence LNP	Parity						244	260	93.85%	24.03%	-0.498427	-1.3030
May 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord		Benchmark	95.00%	259	259								
May 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2760.67	18,884								
lay 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10871.37	17,342	0.63	5						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchma	rk CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
Лау 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13632.04	18,884	0.72							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1513.48	5,345	0.28							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1651.18	5,345	0.31							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	378.81	1,302	0.29							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	63.21	1,037	0.06							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	442.02	1,302	0.34							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2589.88	4,221	0.61							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21251.20	4,155	5.11							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	23841.08	4,221	5.65							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5347.93	8,934	0.60							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11833.93	8,934	1.32							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1091.63	1,238	0.88							
May 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1180.64	1,218	0.97							
May 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2272.27	1,238	1.84							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1735.23	6,199	0.28							
May 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5576.32	12,352	0.45							
May 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7311.55	6,199	1.18							
May 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	53.71	1,258	0.04							
May 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	705.85	2,331	0.30							
May 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	1497.49	1,259	1.19							
May 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	2257.05	2,331	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	1370.24	3,651	0.38							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	70936.56	3,649	19.44							
May 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	72306.80	3,651	19.80							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	20758.25	7,312	2.84							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	23766.54	5,061	4.70							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	67646.64	6,399	10.57							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XIVIL)	XML Request/Response		N/A	39493.49	8,198	4.82							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XIVIL) Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	21004.88	1,063	19.76							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Quai Tools XML)	XML Request/Response	Diagnostic Diagnostic	N/A	9598.37	1,736	5.53							-
May 2014	Pre-Ordering	PO-1-XML				N/A	29908.41	5,894	5.07							-
	-		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic											\leftarrow
May 2014	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	5133.78 9737.07	3,779 1,894	1.36 5.14							\leftarrow
May 2014	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)		Diagnostic		171									-
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A		236	72.46%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	155	219	70.78%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2								
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	171	175	97.71%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	155	163	95.09%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2								
May 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:43	2								
May 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:15	20								
May 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	110	110								
May 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	2	2	100.00%							
May 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	166	166	100.00%							
May 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
May 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	54	54	100.00%							
May 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
April 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		211	211	100.00%							
April 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	156,101	156,101	100.00%							
April 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,598	1,598	100.00%							
April 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	382	386	98.96%	10.13%	5,921	5,974	99.11%	9.38%	0.105233	-0.936023
April 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,598	1,598	100.00%							
April 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,560,409	3,398,255	1.05							
April 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1360.75	7,618	0.18							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	83,520	83,520	100.00%							
April 2014	Electronic Gateway Availability		Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	81,480	81,480	100.00%							
April 2014	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
		GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	2	5	40.00%	48.99%	-3.354102	-4.03915
April 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	63	89	70.79%	45.47%	-0.019283	-1.011723
April 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	22:01	1	22:01	0:00	3761:59	155	24:16	19:59	-0.112423	-1.068349
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:04	3	2:01	0:10	36:11	5	7:14	5:02	-1.417829	-1.861979
April 2014	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:54	1	0:54	0:00	9243:37	416	22:13	21:16	-1.001263	-1.608725
April 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	16	164	9.76%	29.67%	-0.3278	-1.199288
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	2	5	40.00%	48.99%	-1.118034	-1.679716
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	41	449	9.13%	28.81%	-0.316649	-1.192509
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		5	254	1.97%	13.89%	-0.82395	-1.500926
April 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,146	0.00%		1	11,928	0.01%	0.92%	-0.65881	-1.400528
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	86	1.16%	10.72%	351	30,590	1.15%	10.65%	-0.331529	-1.201555
April 2014	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	454	0.00%			
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	223	1.35%	11.52%	5	254	1.97%	13.89%	-0.488872	-1.297213
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	892	0.11%	3.35%	449	47,179	0.95%	9.71%	-2.558636	-2.555541
April 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	136	164	82.93%	37.63%	-0.452366	-1.275019
April 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,320	0.07%	0.22%						-2.800364
April 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.02%						-2.992491
April 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,320	0.07%							
April 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
April 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	6	6	100.00%	0.00%	130	130	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	52	53	98.11%	13.61%	-0.23367	-1.142061
April 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	22	22	100.00%	0.00%	69	69	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	303	92	3.29	3.01	-0.426736	-1.259437
April 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	2	1	2.00	0.00	91	33	2.76	1.54	-0.484104	-1.294314
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	31	31	100.00%	0.00%	243	252	96.43%	18.56%	-1.011128	-1.614722
April 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	148	148	100.00%							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4703.47	31,200	0.15							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14688.08	24,958	0.59							
April 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	19391.55	31,200	0.62							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2185.83	7,319	0.30							
April 2014	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2478.22	7,319	0.34							
April 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	746.10	2,546	0.29							
April 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	112.77	1,658								
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	858.87	2,546	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3824.81	5,939	0.64							
April 2014	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25690.09	5,270								
April 2014	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	29514.90	5,939								
April 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8583.70	13,524								
April 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	45999.58	31,577								
April 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	54583.28	13,524								
April 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1818.56	2,011								
April 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1102.02	1,634								
April 2014	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.58	2,011								
April 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2679.37	9,241								
April 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5383.03	17,602								
April 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8062.40	9,241								
April 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	93.25	1,504								
April 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1093.31	3,419								
April 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1811.20	1,504								
April 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2997.76	3,419								
April 2014	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2321.12	5,882								
April 2014	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	101505.64	5,284								
April 2014	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	103826.76	5,882								
April 2014	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12683.62	6,827								
April 2014	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	17418.93	4,701								
April 2014 April 2014	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	56862.65	5,956								
April 2014 April 2014			Pre-Order Response Times (Get CSR XML)			N/A	29038.93									
April 2014 April 2014	Pre-Ordering			XML Request/Response	Diagnostic	N/A		7,636 968								
April 2014 April 2014	Pre-Ordering		Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response XML Request/Response	Diagnostic	N/A N/A	18963.12 6468.17	1,635								
	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry XML)		Diagnostic											
April 2014	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22180.23	5,497								
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8091.91	3,527	2.29							

Month	PID Category	PID	PID Title	Product Category	Standard						CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6145.14	1,744	3.52							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	199	235	84.68%							
April 2014	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	152	223								
April 2014	_		All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	203								
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	152	165	92.12%							
April 2014	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	72:41	5								
April 2014	Pre-Ordering		Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:38	13								
April 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	102	102	100.00%							
April 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	3	3	100.00%							
April 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	192	192	100.00%							
April 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	40	40	100.00%							
April 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	30	30	100.00%							
April 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	5	5	100.00%							
April 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
March 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	222	222	100.00%							
March 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	155,741	155,741	100.00%							
March 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,475	1,475	100.00%							
March 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	323	325	99.38%	7.82%	6,964	7,002	99.46%	7.35%	-0.088763	-1.053964
March 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,475	1,475	100.00%							
March 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,026,083	2,878,543	1.05							
March 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1627.67	7,041	0.23							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,792	29,880	99.71%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	85,680	85,680	100.00%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	83,130	83,130	100.00%							
March 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
March 2014	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	2	50.00%	50.00%	-1.632994	-2.99279
March 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2		50.00%	58	75		41.87%	0.214079	-0.869849
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	6:46	1	6:46	0:00	9:55	2	4:58	1:54	-0.037608	-1.022864
March 2014	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0:29	1	0:29		9:55	2	4:58			
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:50	3			6850:33	301	22:46	23:47		
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
March 2014	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%		0	2		0.00%		
March 2014	Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%		36	328	10.98%	31.26%		-1.368058
March 2014	Maintenance and Repair		Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39			2	255				
March 2014	Maintenance and Repair		Trouble Rate	LIS Trunk	Parity	N/A	0	9,122			0	11,976	0.00%			
March 2014	Maintenance and Repair		Trouble Rate	Residence	Parity	N/A	0	92			245	30,903	0.79%	8.87%	-0.856169	-1.520514
March 2014	Maintenance and Repair		Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74			0	462				
March 2014	Maintenance and Repair		Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	224			2	255	0.78%	8.82%	-0.418274	-1.254292
March 2014			Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	893			328	47,653	0.69%	8.27%		
March 2014	Network Performance		Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,320	0.05%			,			1	-2.843455
March 2014			Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493								-2.988448
March 2014			Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,320	0.05%							2.300440
March 2014			Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493								
March 2014			Dispatches within MSAs	Residence	Parity	N/A	10				103	104	99.04%	9.76%	-0.297609	-1.180933
March 2014	Ordering and Provisioning		Dispatches within MSAs Dispatches outside MSAs	Residence	Parity	N/A	4	4			51	52				
March 2014	Ordering and Provisioning		No dispatches	Residence	Parity	N/A	2	2		0.00%	83			0.00%		1.104009
March 2014	Ordering and Provisioning		Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3		0.00%	1	1	100.00%	0.00%		
March 2014	Ordering and Provisioning		Dispatches within MSAs	Residence	Parity	N/A	13				180	72				0.071469
			Interval Zone 2 Areas		-		9	3			100	12	2.50	1.07	1.70241	0.071469
March 2014 March 2014	Ordering and Provisioning			Unbundled Loop - DS1 Capable Residence	Benchmark Parity	5.50 N/A	16				228	239	95.40%	20.95%	-0.850585	-1.517119
March 2014			New Service Installation Quality			N/A					1	239	100.00%			-1.517119
	Ordering and Provisioning		New Service Installation Quality	Unbundled Loop - DS1 Capable LNP	Parity		3 264				1	1	100.00%	0.00%		-
March 2014			Number Portability Timeliness without Loop Coord		Benchmark	95.00% N/A		264								-
March 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3083.73	20,221	0.15							-
March 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7611.97	12,737	0.60							
March 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10695.70	20,221	0.53							
March 2014	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1294.12	4,112								
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1490.00	4,112	0.36							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmar	k CLEC Numerator	CLEC Denominator 0	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.18	2,157	0.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	50.27	806	0.06							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	670.45	2,157	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2287.89	3,544	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10762.15	2,304	4.67							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	13050.04	3,544	3.68							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5158.49	7,976	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	29537.69	15,622	1.89							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	34696.18	7,976	4.35							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1421.81	1,546	0.92							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	575.17	727	0.79							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1996.98	1,546	1.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1567.86	4,964	0.32							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2797.00	8,302	0.34							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	4364.86	4,964	0.88							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	59.51	608	0.10							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	780.39	2,294	0.34							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	748.70	608	1.23							
March 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	1588.60	2,294	0.69							
March 2014	Pre-Ordering	PO-1-IMA GUI		REQUEST	Diagnostic	N/A	1531.68	3,766	0.41							
March 2014	Pre-Ordering	PO-1-IMA GUI		RESPONSE	Diagnostic	N/A	50567.99	2,563	19.73							
March 2014	Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A	52099.67	3,766	13.83							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13058.09	7,271	1.80							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18840.05	5,003	3.77							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56124.63	6,327	8.87							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30770.08	8,135	3.78							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	19497.73	1,073	18.17							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6897.10	1,712	4.03							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Nect Yoll Inquity XML)	XML Request/Response	Diagnostic	N/A	23269.36	5,863	3.97							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9539.50	3,756	2.54							
March 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Transcription Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6598.20	1,887	3.50							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	193	230	83.91%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS		N/A	115	177	64.97%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic Diagnostic	N/A	10	12	83.33%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP		N/A	193	194	99.48%							
March 2014	Pre-Ordering	PO-2B		Resale Aggregate W/O UNE-P-POTS	Diagnostic		115	120								
March 2014	-	PO-2B	All Flow-through Eligible LSRs		Diagnostic	N/A	10		95.83%							
March 2014	Pre-Ordering Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A N/A	1:55	10	100.00%							
March 2014	-		LSRs received via facsimile	Product Aggregate	Diagnostic	N/A										
	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic		31:58	13	2:28							
March 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	62	62	100.00%							
March 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	8	8	100.00%							-
March 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs		Benchmark	95.00%	183	183	100.00%							
March 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	27	27	100.00%							
March 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
March 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
March 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
February 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		192	192	100.00%							
February 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	151,243	152,048	99.47%							
February 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,654	1,654	100.00%							
February 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	360	361	99.72%	5.26%	6,656	6,695	99.42%	7.61%	-0.743011	-1.451718
February 2014		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,654	1,654	100.00%							
February 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,768,190	3,617,763	1.04							
February 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1497.74	6,041	0.25							
February 2014			Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014			Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014	Electronic Gateway Availability		Gateway Availability - LSR	XML	Diagnostic	N/A	27,228	27,360	99.52%							
February 2014	Electronic Gateway Availability		Gateway Availability - Repair	EBTA	Diagnostic	N/A	77,580	77,580	100.00%							
February 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	75,600	75,600	100.00%							
February 2014	Electronic Gateway Availability		System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
February 2014	Electronic Gateway Availability		Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	1	100.00%	6 0.00%	-0.861454	-2.523728

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	4	75.00%	43.30%	38	57	66.67%	47.14%	-0.341765	-1.207778
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1:18	1	1:18	0:00						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:32	2	4:16	0:25						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	15:15	2	7:37	0:42	8508:04	313	27:11	31:04	-0.88757	-1.539604
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	41	308	13.31%	33.97%	-0.55239	-1.335829
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		1	263	0.38%	6.15%	-0.360044	-1.218891
February 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,122	0.01%	1.05%	0	11,976	0.00%			
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	80	0.00%		272	31,163	0.87%	9.30%	-0.838218	-1.5096
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	463	0.00%			
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	223	0.90%	9.43%	1	263	0.38%	6.15%	0.155321	-0.905572
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	902	0.22%	4.70%	336	47,955	0.70%	8.34%	-1.708443	-2.03866
February 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-3
February 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
February 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
February 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
February 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	95	103	92.23%	26.77%	-0.633687	-1.385254
February 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	62	66	93.94%	23.86%	-0.353889	-1.215149
February 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	7	7	100.00%	0.00%	50	51	98.04%	13.86%	-0.350861	-1.213308
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	DS1	Parity	N/A	1	1								
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	13	100.00%							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	DS1	Parity	N/A	5	1	5.00	0.00						
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	76	13								
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	DS1	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	14	14		0.00%	209	220	95.00%	21.79%	-0.832321	-1.506015
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1								
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	13	13		0.00%	214	226	94.69%	22.42%	-0.830253	-1.504758
February 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2			0.0070	2	220	0 1.00 /0	22.12.70	0.000200	1.00 11 00
February 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	184	184								
February 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4325.59	29,426								
February 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12751.11	20,208								
February 2014	Pre-Ordering			TOTAL	Diagnostic	N/A	17076.70	29,426								
February 2014	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1889.47	6,446								
February 2014	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2028.64	6,446								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	859.45	2,965								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	92.51	1,259								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	951.96	2,965								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3372.34	5,429								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17837.82	3,981								
February 2014	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	21210.16	5,429								
February 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7536.52	12,136								
February 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	39703.87	25,973								
February 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	47240.39	12,136								
February 2014	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST		N/A	1931.01	2,152								
February 2014	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic Diagnostic	N/A	809.80	1,222								
February 2014	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL		N/A	2740.81	2,152								
February 2014 February 2014	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2243.80	7,715								
				RESPONSE	Diagnostic			13,474								
February 2014 February 2014	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A	4349.12 6592.92	7,715								
	Pre-Ordering				Diagnostic	N/A										
February 2014	Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	48.34 1101.11	1,096 3,435								
February 2014				REQUEST	Diagnostic											
February 2014	-		Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1299.26	1,097								
February 2014	-		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.71	3,435								
February 2014			Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2003.11	5,498								
February 2014			Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	80666.67	4,101								
	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	82669.78	5,498								
February 2014	-	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523								
February 2014		PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479								
February 2014		PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74773.92	7,176								
Echruany 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							

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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15	5						
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75	5						
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46	6						
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	210	251	83.67%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	137	230	59.57%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	8	50.00%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	210	211	99.53%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	137	140	97.86%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	45:46	5	9:09							
February 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	37:57	21	1:48	3						
February 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	72	72	100.00%							
February 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	4	4	100.00%							
February 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	203	203	100.00%							
February 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	63	63	100.00%							
February 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
February 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37	38	97.37%							
February 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
February 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							