Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota
January 2014 - January 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.

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
January 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	274	274	100.00%							
January 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,460	165,460	100.00%							
January 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,516	1,516	100.00%							
January 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	-0.759125
January 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,251	1,251	100.00%							
January 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,264,971	3,112,976	1.05							
January 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1235.77	6,409	0.19							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
January 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
January 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 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	83.33%	37.27%	-0.420856	-2.255862
January 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	0	1	0.00%	0.00%	32	56	57.14%	49.49%	0.154529	-0.906053
January 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	-1.389369
January 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	-0.12051
January 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	-1.542057
January 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	-1.628368
January 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,242	0.00%		1	10,968	0.01%	0.95%	-0.676269	-1.411142
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	98	1.02%	10.05%	214	27,973	0.77%	8.71%	-0.075002	-1.045598
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	141	0.00%			
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	201	1.49%	12.13%	6	235	2.55%	15.77%	-0.699902	-1.42551
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	854	0.23%	4.83%	279	43,809	0.64%	7.95%	-1.465027	-1.890673
January 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	79	97	81.44%	38.88%	-0.474893	-1.288714
January 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%	0.17%						-2.805
January 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%						-2.997928
January 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%							
January 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%							
January 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	112	117	95.73%	20.23%	-0.361359	-1.219691
January 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	-1.33672
January 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	57	57	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%							
January 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	-1.043834
January 2015	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	3	5.00	1.73	135	43	3.14	1.70	1.453806	-0.116148
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
January 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	139	139	100.00%							
January 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	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1,651	1.11							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1856.93	6,749	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3875.19	11,674	0.33							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5732.12	6,749	0.85							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	72.72	1,001	0.07							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1010.69	3,138	0.32							

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
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1238.87	1,001	1.24							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1592.75	4,511	0.35							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61210.50	3,139	19.50							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62803.25	4,511	13.92							
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	98.16%							
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	Billing	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	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,286	1,286	100.00%							
December 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,594,360	3,453,042	1.04							
December 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1271.46	6,553	0.19							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 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	-1.525421
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	-1
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	-1.358669
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	-1.697073
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	-1.198298
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	855	0.00%		423	44,164	0.96%	9.74%	-2.848034	-2.731482
December 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.01%	0.06%						-2.968125
December 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.07%						-2.978101
December 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.01%							
December 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.01%							
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2	0.00	0.00	6,405	42	152.50	293.80	-0.717188	-1.43602
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	7	42	16.67%	37.27%	-0.617914	-1.375665

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	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	6	83.33%	37.27%	146	158	92.41%	26.49%	0.264653	-0.839102
December 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	76	76	100.00%	0.00%		
December 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	81	81	100.00%	0.00%		
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
December 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	2.52	569	111	5.13	3.59	0.473299	-0.712255
December 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	3	5.00	0.00	211	62	3.40	1.72	1.334622	-0.188607
December 2014	Ordering and Provisioning	OP-4E	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	-1.219446
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	-1.262375
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	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5462.53	2,353	2.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2788.63	4,927	0.57							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12492.16	2,647	4.72							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	15280.79	4,927	3.10							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11,820	1.12							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1830.39	2,344	0.78							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	800	0.80							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2469.52	2,344	1.05							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7,811	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12,594	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7,811	0.87							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1,111	0.07							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4,269	0.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1,112	1.24							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4,269	0.66							
December 2014	Pre-Ordering	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							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12743.24	7,240	1.76							
December 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							
December 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							
December 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							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20137.15	1,045	19.27							
December 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							
December 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							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2323.36	3,775	0.62							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7289.89	1,842	3.96							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	166	216	76.85%							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	236	75.00%							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	8	50.00%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	166	169	98.22%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	180	98.33%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:08	12	1:36							
December 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	128	128	100.00%							
December 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
December 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	159	159	100.00%							
December 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	21	21	100.00%							
December 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							

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	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
December 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
December 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	22	0.00%	0.00%		
November 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	222	222	100.00%							
November 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	164,110	164,274	99.90%							
November 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,361	1,361	100.00%							
November 2014	Billing	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	-1.798915
November 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,361	1,361	100.00%							
November 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,352,486	3,214,173	1.04							
November 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1295.22	6,971	0.19							
November 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,220	41,220	100.00%							
November 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,005	40,005	100.00%							
November 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,700	20,700	100.00%							
November 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
November 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%	1	1	100.00%	0.00%		
November 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%						
November 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:01	1	24:01	0:00	5539:59	147	37:41	73:55	-0.184325	-1.112062
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:17	2	1:38	0:05						
November 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		
November 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						
November 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	0.414319
November 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	152	22.37%	41.67%	-0.535026	-1.325272
November 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%						
November 2014	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%	0.00%		
November 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%						
November 2014	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	17.85%	38.29%	-0.465433	-1.282963
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	42	4.76%	21.30%	0	218	0.00%		1.950274	0.185682
November 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,242	0.01%	1.04%	1	10,584	0.01%	0.97%	0.099145	-0.939724
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	138	0.72%	8.48%	267	28,472	0.94%	9.64%	-0.259134	-1.157542
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	139	0.00%			
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	203	0.99%	9.88%	0	240	0.00%		0.80843	-0.50851
November 2014	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	-2.347586
November 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	123	152	80.92%	39.29%	-0.483975	-1.294236
November 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%						-2.910938
November 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						-3
November 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.03%							
November 2014	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%							
November 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	9	1	9.00	0.00	4,711	39	120.79	165.57	-0.666716	-1.405335
November 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	9	39	23.08%	42.13%	-0.540833	-1.328803
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	11.00	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	5.00							
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	0.63							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15022.11	24,204	0.62							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1656.64	5,177	0.32							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1818.99	5,177	0.35							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.38	2,186	0.33							
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	0.38							

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
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2850.76	4,598	0.62							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21341.12	3,923	5.44							
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	0.62							
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	1.22							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1479.00	1,740	0.85							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	897.93	907	0.99							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2376.93	1,740	1.37							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2279.02	6,703	0.34							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4378.36	11,522	0.38							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6657.38	6,703	0.99							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	74.80	935	0.08							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1423.76	3,848	0.37							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1165.00	932	1.25							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2663.56	3,848	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	0.42							
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	3.96							
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	4.04							
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	0.61							
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	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
November 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10:33	12	0:53							
November 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	105	105	100.00%							
November 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	10	10	100.00%							
November 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	181	181	100.00%							
November 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28	28	100.00%							
November 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
November 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37	37	100.00%							
October 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	277	277	100.00%							
October 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	166,343	166,510	99.90%							
October 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,756	1,756	100.00%							
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	4:37	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	3:09	0:00	20758:07	469	44:16	86:24	-0.475281	-1.28895

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
October 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	33	210	15.71%	36.39%	-0.430763	-1.261886
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%	0.00%						
October 2014	Maintenance and Repair	34-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	67	501	13.37%	34.04%	-0.392518	-1.238634
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		2	221	0.90%	9.47%	-0.567722	-1.345151
October 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,266	0.00%		0	10,584	0.00%			
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	158	0.63%	7.93%	407	28,842	1.41%	11.80%	-0.827083	-1.502831
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	70	1.43%	11.87%	0	111	0.00%		0.287825	-0.825015
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	205	0.00%		2	242	0.83%	9.05%	-0.961701	-1.584673
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%	10.49%	-2.775293	-2.687258
October 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	162	210	77.14%	41.99%	-0.54304	-1.330145
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%						-3
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	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1579.77	2,254	0.70							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	133.42	428	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	151.19	428	0.35							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	183.55	292	0.63							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	1993.32	290	6.87							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2176.87	292	7.46							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	537.35	860	0.62							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7023.35	860	8.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	82.29	96	0.86							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	79.12	96	0.82							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	161.41	96	1.68							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	220.79	715	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	526.15	1,428	0.37							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	746.94	715	1.04							
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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	149.81	120	1.25							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	231.90	213	1.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	161.73	416	0.39							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7941.44	416	19.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	8103.17	416	19.48							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8533.53	4,625	1.85							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13741.81	3,219	4.27							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	45563.56	4,024	11.32							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	19017.53	5,177	3.67							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	13245.90	670	19.77							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4461.34	1,088	4.10							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15159.29	3,732	4.06							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1505.55	2,369	0.64							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5825.53	1,219	4.78							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	210	264	79.55%							

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
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199	272	73.16%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	16	81.25%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	210	213	98.59%							
October 2014	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	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
October 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	22:12	2	11:06							
October 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	53:22	22	2:26							
October 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	139	139	100.00%							
October 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	13	13	100.00%							
October 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	200	200	100.00%							
October 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
October 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
October 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							
October 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
October 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
October 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	7	7	100.00%							
September 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	203	203	100.00%							
September 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	169,065	169,065	100.00%							
September 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00%							
September 2014	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	-1.966418
September 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00%							
September 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,043,868	2,906,752	1.05							
September 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1336.71	7,237	0.18							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,397	26,760	98.64%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	26,397	26,760	98.64%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	36,705	36,705	100.00%							
September 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	2	50.00%	50.00%	-0.861454	-2.523728
September 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%	1	2	50.00%	50.00%	-2	-3.215914
September 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33%	37.27%	62	105	59.05%	49.17%	-1.176573	-1.715306
September 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:05	1	23:05	0:00	10661:07	196	54:24	54:08	-0.57692	-1.350743
September 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	66:34	1	66:34	0:00	8092:25	195	41:30	40:34	0.709523	-0.568641
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8:58	1	8:58	0:00	5:46	1	5:46	0:00		
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:32	2	2:46	1:01	5:46	1	5:46	0:00		
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:06	1	0:06	0:00	22946:09	507	45:16	47:51	-0.942796	-1.573179
September 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	36	212	16.98%	37.55%	-0.451204	-1.274313
September 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	38	189	20.11%	40.08%	-0.500331	-1.30418
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
September 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	2	0.00%	0.00%		
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	91	541	16.82%	37.41%	-0.449276	-1.273141
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	42	2.38%	15.25%	2	227	0.88%	9.35%	0.252515	-0.846482
September 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,362	0.00%		0	11,136	0.00%			
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	151	1.32%	11.43%	426	29,163	1.46%	12.00%	-0.139192	-1.084623
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	116	0.00%			
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	212	0.94%	9.67%	2	248	0.81%	8.94%	-0.324728	-1.197421
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	-2.765227
September 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	203	76.85%	42.18%	-0.547545	-1.332884
September 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	168	198	84.85%	35.86%	-0.421514	-1.256262
September 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.00%	0.01%						-2.996308
September 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
September 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,560	0.00%							
September 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%							
September 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	165	171	96.49%	18.40%	-0.377001	-1.2292
September 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	7	7	100.00%	0.00%	88	95	92.63%	26.13%	-0.720142	-1.437816
September 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	13	13	100.00%	0.00%	66	66	100.00%	0.00%		
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							

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
September 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	14	2	7.00	1.41	432	116	3.72	2.20	1.625763	-0.011606
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	0
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	-1.392326
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	-1.364116
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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11078.40	17,310	0.64							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14026.56	18,426	0.76							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1715.01	5,197	0.33							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1898.49	5,197	0.37							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4051.64	1,018	3.98							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4195.64	1,200	3.50							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2757.48	4,178	0.66							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	39865.20	4,170	9.56							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	42622.68	4,178	10.20							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5727.16	8,548	0.67							
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-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	97.76	1,222	0.08							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	798.70	2,282	0.35							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1528.75	1,223	1.25							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2425.21	2,282	1.06							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1334.94	3,513	0.38							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	67669.32	3,508	19.29							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	69004.26	3,513	19.64							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12435.50	7,106	1.75							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18937.21	5,077	3.73							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74818.82	6,163	12.14							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29833.43	8,129	3.67							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20061.03	1,023	19.61							
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	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	217	283	76.68%							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	2	50.00%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	224	226	99.12%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	217	219	99.09%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
September 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	86:18	6	14:23							
September 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26:51	16	1:41							
September 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	152	152	100.00%							
September 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
September 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	217	217	100.00%							
September 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	33	33	100.00%							
September 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
September 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
September 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
September 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
August 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	189	189	100.00%							

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
August 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,104	163,104	100.00%							
August 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,830	1,830	100.00%							
August 2014	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	-1.746145
August 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,526	1,526	100.00%							
August 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,714,346	3,566,933	1.04							
August 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44	7,047	0.18							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,310	41,310	100.00%							
August 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
August 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 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%						
August 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	-3.751116
August 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	-1.159353
August 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	-0.277815	-1.168899
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:28	1	3:28	0:00						
August 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	-2.233521
August 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	45:28	115:15	-0.691964	-1.420684
August 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	28	177	15.82%	36.49%	0.528612	-0.678627
August 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	42	217	19.35%	39.51%	0.851493	-0.482329
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 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	7	14.29%	34.99%	-0.509175	-1.309556
August 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	16.29%	36.93%	-0.878879	-1.534321
August 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	-1.639475
August 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%			
August 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	-0.667763
August 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 253	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	-1.733905
August 253	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	-2.163046
August 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	147	177	83.05%	37.52%	-0.635297	-1.386233
August 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	-0.207985
August 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%						-2.892
August 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
August 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%							
August 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%							
August 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	137	141	97.16%	16.60%	-0.496998	-1.302154
August 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	73	76	96.05%	19.47%	-0.439085	-1.266945
August 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	54	54	100.00%	0.00%		
August 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%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
August 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	4.62	362	104	3.48	1.64	1.616436	-0.017276
August 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	-0.564711
August 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%		
August 271	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	-0.694742
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2014	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	-1.343868
August 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	268	268	100.00%							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2572.92	18,378	0.14							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11621.82	17,346	0.67							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14194.74	18,378	0.77							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1430.80	5,110	0.28							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1568.32	5,110	0.31							
August 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							

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
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	Pre-Order Response Times (Service Availability)	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	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	51.50	1,030	0.05							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	687.90	2,293	0.30							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1300.36	1,102	1.18							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2039.76	2,293	0.89							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	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	Pre-Order Response Times(Loop Qual Tools)	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	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31541.27	8,394	3.76							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	21448.06	1,109	19.34							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6929.84	1,766	3.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22540.00	5,635	4.00							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	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	75.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	218	222	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	100.00%							
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	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,080	42,180	99.76%							
July 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 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	0.00%	0.00%	4	4	100.00%	0.00%	1.683242	-0.976662
July 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	6	100.00%	0.00%	50	89	56.18%	49.62%	-2.093901	-2.273001
July 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:11	2	24:35	1:31	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	1	0:26	0:00						

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
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:21	1	13:21	0:00	3:24	3	1:08	0:56	0.401571	-0.755862
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19:06	3	6:22	2:49	20855:20	502	41:33	62:08	-0.977594	-1.594335
July 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	31	206	15.05%	35.75%	-0.592351	-1.360124
July 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	211	13.74%	34.43%	-0.398232	-1.242108
July 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	2	17	11.76%	32.22%	0.967422	-0.411849
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	4	25.00%	43.30%	-0.516398	-1.313948
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	73	526	13.88%	34.57%	-0.693327	-1.421513
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%		4	253	1.58%	12.47%	-0.752851	-1.457701
July 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,026	0.01%	1.05%	0	11,160	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	121	3.31%	17.88%	434	29,700	1.46%	12.00%	1.263311	-0.231961
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	444	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	218	0.46%	6.76%	4	253	1.58%	12.47%	-0.973604	-1.591909
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	881	0.34%	5.83%	526	46,110	1.14%	10.62%	-2.215583	-2.346979
July 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	154	206	74.76%	43.44%	-0.817821	-1.4972
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	-1.242108
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%						-3
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	Pre-Order Response Times (Facility Assignment)	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	3,913	0.62							
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	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	660.61	2,131	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1482.08	1,256	1.18							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2188.93	2,131	1.03							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1143.45	3,267	0.35							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	69328.16	3,581	19.36							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70471.61	3,267	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							

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
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	262	75.95%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	266	73.68%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11	90.91%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	208	95.67%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	204	96.08%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	69:58	23	3:03							
July 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
July 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	189	189	100.00%							
July 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	35	100.00%							
July 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
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	-1.718069
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	1.07							
June 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44	7,121	0.18							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
June 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,287	40,380	99.77%							
June 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
June 2014	Electronic Gateway Availability	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%	47.14%	2	2	100.00%	0.00%	-0.179284	-2.108998
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	-1.906932
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	-1.249247
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	-0.693364
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	-1.443202
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	7:05	4:08	2	2:04	1:55	-0.212137	-1.12897
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	82:28	4	20:37	16:48	24655:44	602	40:57	60:26	-0.670929	-1.407896
June 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	2	3	66.67%	47.14%	53	310	17.10%	37.65%	1.399225	-0.149332
June 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	31	202	15.35%	36.04%	-0.424728	-1.258216
June 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%		
June 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%	0.00%	0	1	0.00%	0.00%		
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	0	2	0.00%	0.00%	-0.67449	-1.410061
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	101	637	15.86%	36.53%	-0.865464	-1.526165
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		2	254	0.79%	8.84%	-0.518	-1.314922
June 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,026	0.00%		0	11,232	0.00%			
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	132	3.03%	17.14%	530	30,005	1.77%	13.17%	0.81661	-0.503536
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	70	1.43%	11.87%	1	450	0.22%	4.71%	0.670298	-0.592488
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	-0.226608
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

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-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	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	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	16	81.25%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	194	197	98.48%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	149	160	93.13%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
June 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	36:50	2	18:25							
June 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:58	22	2:05							
June 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	102	102	100.00%							
June 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	12	12	100.00%							
June 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	183	183	100.00%							
June 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%							
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%							
June 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
June 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
June 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
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%							
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	-1.960653
May 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,564	1,564	100.00%							
May 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,373,468	3,202,610	1.05							
May 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1281.60	6,978	0.18							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,778	30,420	97.89%							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,778	30,420	97.89%							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,773	30,420	97.87%							
May 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,280	86,280	100.00%							
May 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	83,850	83,850	100.00%							
May 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
May 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 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%						
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	100.00%	0.00%	1	1	100.00%	0.00%		
May 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	41	66	62.12%	48.51%	-0.158733	-1.096503
May 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	26:24	1	26:24	0:00	5115:43	204	25:05	19:34	0.524401	-0.681187
May 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	25:42	1	25:42	0:00	4593:03	169	27:11	23:59	-0.06144	-1.037353
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:02	1	0:02	0:00						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:27	3	2:09	1:11	1:33	1	1:33	0:00		
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	5:42	2	2:51	2:03	11267:53	446	25:16	22:17	-1.41958	-1.863044
May 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	39	207	18.84%	39.10%	0.869424	-0.471428
May 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	26	175	14.86%	35.57%	-0.41654	-1.253238
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	-1.410061
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	-1.372444
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		1	254	0.39%	6.26%	-0.365557	-1.222243
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%			
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	-0.81642
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	72	0.00%		0	450	0.00%			
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	-0.614411
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	-2.413425
May 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	178	207	85.99%	34.71%	-0.402664	-1.244802
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	-0.166646
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%						-3
May 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
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	0.00%							
May 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	102	105	97.14%	16.66%	-0.493769	-1.30019
May 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	68	73	93.15%	25.26%	-0.586583	-1.356617
May 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	33	33	100.00%	0.00%	81	81	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	2	1	2.00	0.00	167	49	3.41	3.46	-0.403174	-1.245112
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	45	47	95.74%	20.18%	244	260	93.85%	24.03%	-0.498427	-1.303022
May 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	259	259	100.00%							

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
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2760.67	18,884	0.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10871.37	17,342	0.63							
May 2014	Pre-Ordering	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1180.64	1,218	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5576.32	12,352	0.45							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7311.55	6,199	1.18							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	53.71	1,258	0.04							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	705.85	2,331	0.30							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1497.49	1,259	1.19							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2257.05	2,331	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	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	Pre-Order Response Times(Loop Qual Tools)	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 (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67646.64	6,399	10.57							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	39493.49	8,198	4.82							
May 2014	Pre-Ordering	PO-1-XML	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 (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	9598.37	1,736	5.53							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	29908.41	5,894	5.07							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5133.78	3,779	1.36							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	9737.07	1,894	5.14							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	171	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	100.00%							
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	100.00%							
May 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:43	2	2:22							
May 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:15	20	2:34							
May 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	110	110	100.00%							
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	N/A	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%							

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	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	83,520	83,520	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	81,480	81,480	100.00%							
April 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
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	MR-6E	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	MR-8	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	PO-1-IMA GUI	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	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2478.22	7,319	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	746.10	2,546	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	112.77	1,658	0.07							
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	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25690.09	5,270	4.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	29514.90	5,939	4.97							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8583.70	13,524	0.63							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	45999.58	31,577	1.46							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	54583.28	13,524	4.04							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1818.56	2,011	0.90							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1102.02	1,634	0.67							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.58	2,011	1.45							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2679.37	9,241	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5383.03	17,602	0.31							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8062.40	9,241	0.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	93.25	1,504	0.06							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1093.31	3,419	0.32							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1811.20	1,504	1.20							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2997.76	3,419	0.88							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2321.12	5,882	0.39							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	101505.64	5,284	19.21							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	103826.76	5,882	17.65							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12683.62	6,827	1.86							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	17418.93	4,701	3.71							

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	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56862.65	5,956	9.55							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29038.93	7,636	3.80							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18963.12	968	19.59							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6468.17	1,635	3.96							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22180.23	5,497	4.03							
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							
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	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	152	223	68.16%							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	203	98.03%							
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	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	72:41	5	14:32							
April 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:38	13	3:17							
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	GA-7	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%	50.00%	58	75	77.33%	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	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0:29	1	0:29	0:00	9:55	2	4:58	1:54	-1.925701	-2.170743
March 2014	Maintenance and Repair	23:47	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:50	3	9:57	4:58	6850:33	301	22:46	23:47	-0.92846	-1.564464
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	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
March 328	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	36	328	10.98%	31.26%	-0.605401	-1.368058
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		2	255	0.78%	8.82%	-0.517111	-1.314381
March 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,122	0.00%		0	11,976	0.00%			
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	92	0.00%		245	30,903	0.79%	8.87%	-0.856169	-1.520514
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	462	0.00%			
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	224	0.45%	6.67%	2	255	0.78%	8.82%	-0.418274	-1.254292
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	893	0.34%	5.79%	328	47,653	0.69%	8.27%	-1.261806	-1.767123
March 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,320	0.05%	0.25%						-2.843455
March 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%	0.03%						-2.988448
March 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,320	0.05%							
March 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%							
March 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	103	104	99.04%	9.76%	-0.297609	-1.180933
March 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	51	52	98.08%	13.73%	-0.269869	-1.164069
March 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	83	83	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	13	3	4.33	3.21	180	72	2.50	1.07	1.76241	0.071469
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	9	3	3.00							

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
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	16	100.00%	0.00%	228	239	95.40%	20.95%	-0.850585	-1.517119
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	264	264	100.00%							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3083.73	20,221	0.15							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7611.97	12,737	0.60							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10695.70	20,221	0.53							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1294.12	4,112	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1490.00	4,112	0.36							
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	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1588.60	2,294	0.69							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1531.68	3,766	0.41							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	50567.99	2,563	19.73							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	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 (Service Avail 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(Connecting 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	Diagnostic	N/A	115	177	64.97%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	12	83.33%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	193	194	99.48%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	115	120	95.83%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
March 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:55	1	1:55							
March 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	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	LNP	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	N/A	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	Billing	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							

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	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1497.74	6,041	0.25							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,228	27,360	99.52%							
February 2014	Electronic Gateway Availability	GA-3	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	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
February 2014	Electronic Gateway Availability	GA-7	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%						
February 2014	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%	0.00%	-0.861454	-2.523728
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	100.00%	0.00%						
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	5.85							
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	100.00%	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	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	13	13	100.00%	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	2	100.00%							
February 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	184	184	100.00%							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4325.59	29,426	0.15							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12751.11	20,208	0.63							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17076.70	29,426	0.58							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1889.47	6,446	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2028.64	6,446	0.31							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	859.45	2,965	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	92.51	1,259	0.07							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	951.96	2,965	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3372.34	5,429	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17837.82	3,981	4.48							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	21210.16	5,429	3.91							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7536.52	12,136	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	39703.87	25,973	1.53							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	47240.39	12,136	3.89							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1931.01	2,152	0.90							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	809.80	1,222	0.66							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2740.81	2,152	1.27							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2243.80	7,715	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4349.12	13,474	0.32							

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-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6592.92	7,715	0.85							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	48.34	1,096	0.04							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1101.11	3,435	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1299.26	1,097	1.18							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.71	3,435	0.71							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2003.11	5,498	0.36							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	80666.67	4,101	19.67							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	82669.78	5,498	15.04							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74773.92	7,176	10.42							
February 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							
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							
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							
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							
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							
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%							
January 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	217	217	100.00%							
January 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	148,826	148,826	100.00%							
January 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,186	2,186	100.00%							
January 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	260	260	100.00%	0.00%	5,914	5,958	99.26%	8.56%	-1.361436	-1.827694
January 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,853	1,853	100.00%							
January 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,189,698	4,019,065	1.04							
January 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1353.00	7,166	0.19							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,400	86,400	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	84,360	84,360	100.00%							
January 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
January 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
January 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	42	62	67.74%	46.75%	-0.960531	-1.583961
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:59	1	2:59	0:00	3:20	1	3:20	0:00		
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:35	4	1:39	0:46	3:20	1	3:20	0:00		
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	3	33.33%	47.14%	-0.612372	-1.372296
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	1	3	33.33%	47.14%	-0.92582	-1.562859
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	39	2.56%	15.81%	3	269	1.12%	10.50%	0.202377	-0.876963
January 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,122	0.00%		0	11,952	0.00%			
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	80	0.00%		268	31,485	0.85%	9.19%	-0.827686	-1.503198
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	464	0.00%			
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	228	1.75%	13.13%	3	269	1.12%	10.50%	0.227948	-0.861417
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	890	0.00%		333	48,435	0.69%	8.26%	-2.459697	-2.49539

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
January 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
January 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
January 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%							
January 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%							
January 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	68	72	94.44%	22.91%	-0.33833	-1.20569
January 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	64	65	98.46%	12.31%	-0.242645	-1.147518
January 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	73	73	100.00%	0.00%		
January 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%		
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
January 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	7	1	7.00	0.00	119	41	2.90	2.14	1.359463	-0.173505
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
January 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%		
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	9	9	100.00%	0.00%	201	211	95.26%	21.25%	-0.65532	-1.398406
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
January 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	293	293	100.00%							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1386.80	10,260	0.14							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	21677.38	36,031	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23064.18	10,260	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	595.58	2,094	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	853.12	2,094	0.41							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	270.39	984	0.27							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	149.84	2,309	0.06							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	420.23	984	0.43							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1142.64	1,848	0.62							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	30683.68	6,889	4.45							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	31826.32	1,848	17.22							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2525.93	4,188	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	67412.56	45,236	1.49							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	69938.49	4,188	16.70							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	657.80	738	0.89							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1404.54	2,136	0.66							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2062.34	738	2.79							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	758.63	2,670	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6972.21	23,796	0.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7730.84	2,670	2.90							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	15.77	354	0.04							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	366.46	1,188	0.31							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2287.91	1,933	1.18							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2670.14	1,188	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	686.38	1,956	0.35							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	138810.84	7,196	19.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	139497.22	1,956	71.32							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12350.48	7,504	1.65							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19775.40	5,164	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58213.18	6,546	8.89							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30080.39	8,390	3.59							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20948.76	1,071	19.56							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6781.95	1,771	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23855.15	6,050	3.94							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8391.99	3,856	2.18							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6055.93	1,940	3.12							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	258	310	83.23%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	87	165	52.73%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	8	62.50%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	258	262	98.47%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	87	90	96.67%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							
January 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:39	1	2:39							
January 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	11:52	10	1:11							
January 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%							

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
January 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	5	5	100.00%							
January 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	246	247	99.60%							
January 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	61	61	100.00%							
January 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
January 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	44	44	100.00%							
January 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							