



Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota May 2013 - May 2014

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 |
|----------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| 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 | | 11267:53 | 446 | 25:16 | 22:17 | -1.41958 | -1.863044 |
| 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/I 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 w/ 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 w/ 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-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 259 | 259 | 100.00% | | | | | | | |
| 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 | | | | | | | |

| 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 (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% | | | | | | | |
| 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/ 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/ 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 w/ 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 w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.02% | | | | | | -2.992491 |

| 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 | 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 | | | | | | | |
| 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% | | | | | | | |

| 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-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 | MR-6E | 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 2014 | 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 w/ 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 w/ 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 | | | | | | | |
| 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 | | | | | | | |

| 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 | 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 | | | | | | | |
| 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% | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------|--------------|--|---------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| February 2014 | Maintenance and Repair | MR-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 | | | | | | | |
| 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% | | | | | | | |

| 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-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 |
| 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 | | | | | | | |

| 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-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% | | | | | | | |
| 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% | | | | | | | |
| December 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,977 | 9,022 | 0.88 | 0.49 | 143,698 | 44,100 | 3.26 | 5.62 | -36.559403 | -23.226539 |
| December 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 814,584 | 814,584 | 100.00% | | | | | | | |
| December 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,977 | 9,022 | 0.88 | 0.49 | 143,698 | 44,100 | 3.26 | 5.62 | -36.559403 | -23.226539 |
| December 2013 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 230 | 230 | 100.00% | | | | | | | |
| December 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 171,554 | 171,554 | 100.00% | | | | | | | |
| December 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 1,841 | 1,841 | 100.00% | | | | | | | |
| December 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 442 | 442 | 100.00% | | | | | | | |
| December 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,841 | 1,841 | 100.00% | 0.00% | 7,083 | 7,137 | 99.24% | 8.67% | -1.781358 | -2.082989 |
| December 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 4:10 | 1,493 | 0:00 | | | | | | | |
| December 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | ALL | Parity by Design | N/A | | | | | 8.74 | 1 | 8.74 | | | |
| December 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 30,060 | 30,060 | 100.00% | | | | | | | |
| December 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 30,060 | 30,060 | 100.00% | | | | | | | |
| December 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 85,668 | 85,800 | 99.85% | | | | | | | |
| December 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 21,960 | 21,960 | 100.00% | | | | | | | |
| December 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 83,550 | 83,640 | 99.89% | | | | | | | |

| 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 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| December 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 22 | 87 | 25.29% | 43.47% | 0.119986 | -0.927054 |
| December 2013 | Maintenance and Repair | MR-2 | Calls Answered w/ 20 seconds - IRC | All | Parity | N/A | 5,372 | 6,024 | 89.18% | 31.07% | 142,083 | 158,964 | 89.38% | 30.81% | 0.504427 | -0.69333 |
| December 2013 | Maintenance and Repair | MR-3A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 17 | 17 | 100.00% | 0.00% | | |
| December 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 84 | 117 | 71.79% | 45.00% | -0.624122 | -1.379439 |
| December 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 34 | 36 | 94.44% | 22.91% | -0.239236 | -1.145445 |
| December 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 259 | 308 | 84.09% | 36.58% | -0.434254 | -1.264008 |
| December 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | DS1 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0 | -1 |
| December 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 10 | 20.00% | 40.00% | 1 | 1 | 100.00% | 0.00% | 1.20917 | -1.264876 |
| December 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Business | Parity | N/A | 13:31 | 1 | 13:31 | 0:00 | 670:04 | 36 | 18:37 | 14:26 | -0.696806 | -2.423628 |
| December 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS1 | Parity | N/A | 15:01 | 1 | 15:01 | 0:00 | 3:27 | 1 | 3:27 | 0:00 | | |
| December 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 96:40 | 10 | 9:40 | 4:24 | 3:27 | 1 | 3:27 | 0:00 | | |
| December 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 3:45 | 1 | 3:45 | 0:00 | 9105:42 | 301 | 30:15 | 64:28 | -0.410361 | -1.249482 |
| December 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 39 | 2.56% | 15.81% | -0.160181 | -1.097383 |
| December 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS1 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| December 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 10 | 10.00% | 30.00% | 0 | 1 | 0.00% | 0.00% | -1.335178 | -1.811173 |
| December 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 37 | 317 | 11.67% | 32.11% | -0.362943 | -1.220653 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 523 | 0.00% | | | |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 1 | 366 | 0.27% | 5.22% | 65 | 17,025 | 0.38% | 6.17% | -0.333226 | -1.202587 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 1 | 0.00% | | 20 | 13,508 | 0.15% | 3.85% | -0.038506 | -1.02341 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 1 | 214 | 0.47% | 6.82% | -0.279196 | -1.169739 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 1 | 270 | 0.37% | 6.07% | -0.355925 | -1.216387 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,098 | 0.00% | | 0 | 11,952 | 0.00% | | | |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 252 | 0.00% | | 1 | 1,532 | 0.07% | 2.55% | -0.375963 | -1.228569 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 83 | 0.00% | | 252 | 31,869 | 0.79% | 8.86% | -0.812296 | -1.493841 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 74 | 0.00% | | 0 | 464 | 0.00% | | | |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 10 | 229 | 4.37% | 20.44% | 1 | 270 | 0.37% | 6.07% | 2.816941 | 0.712578 |
| December 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 895 | 0.11% | 3.34% | 317 | 48,894 | 0.65% | 8.03% | -1.982173 | -2.205076 |
| December 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 30 | 39 | 76.92% | 42.13% | -0.540833 | -1.328803 |
| December 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.02% | 0.08% | | | | | | -2.941667 |
| December 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| December 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.02% | | | | | | | |
| December 2013 | 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% | | | | | | | |
| December 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | ALL | Parity by Design | N/A | | | | | 8.37 | 1 | 8.37 | | | |
| December 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 215 | 215 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 215 | 215 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-2 | Calls Answered w/ 20 seconds - IPC | ALL | Parity | N/A | 3,297 | 3,558 | 92.66% | 26.07% | 669,955 | 1,001,358 | 66.90% | 47.06% | | |
| December 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 101 | 108 | 93.52% | 24.62% | -0.449779 | -1.273446 |
| December 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 49 | 53 | 92.45% | 26.42% | -0.396646 | -1.241144 |
| December 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 52 | 54 | 96.30% | 18.89% | -0.272352 | -1.165578 |
| December 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 13 | 1 | 13.00 | 0.00 | 336 | 78 | 4.31 | 2.38 | 1.85218 | 0.126045 |
| December 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 204 | 215 | 94.88% | 22.03% | -0.604607 | -1.367575 |
| December 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 193 | 200 | 96.50% | 18.38% | -0.189971 | -1.115494 |
| December 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 7 | 7 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 7 | 7 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| December 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 214 | 214 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 5139.37 | 37,570 | 0.14 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 17793.45 | 22,323 | 0.80 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 22932.82 | 37,570 | 0.61 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1918.73 | 7,490 | 0.26 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 4859.20 | 7,490 | 0.65 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 886.41 | 3,724 | 0.24 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 2068.71 | 1,673 | 1.24 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 2955.12 | 3,724 | 0.79 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 3422.15 | 7,021 | 0.49 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 30680.30 | 5,126 | 5.99 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 34102.45 | 7,021 | 4.86 | | | | | | | |

| 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 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 7498.36 | 14,601 | 0.51 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 49879.47 | 30,616 | 1.63 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 57377.83 | 14,601 | 3.93 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 2027.76 | 2,943 | 0.69 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 3278.41 | 1,719 | 1.91 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 5306.17 | 2,943 | 1.80 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 2385.84 | 9,851 | 0.24 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 9478.09 | 17,280 | 0.55 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 11863.93 | 9,851 | 1.20 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 926.26 | 2,749 | 0.34 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1006.23 | 4,021 | 0.25 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 3268.34 | 1,923 | 1.70 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 5200.83 | 4,021 | 1.29 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1993.16 | 6,199 | 0.32 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 72184.97 | 3,883 | 18.59 | | | | | | | |
| December 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 74178.13 | 6,199 | 11.97 | | | | | | | |
| December 2013 | Pre-Ordering | PO-15 | Number of Due Date Changes per Order | All | Parity | N/A | 0 | 33 | 0.00 | 0.00 | 29 | 1,020 | 0.03 | 0.18 | -0.904618 | -1.549969 |
| December 2013 | Pre-Ordering | PO-16 | Timely Release Notifications | ALL | Benchmark | 92.50% | 1 | 1 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 50 | 50 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2A-1 | All Flow-Through Eligible LSRs | LNP | Diagnostic | N/A | 45 | 75 | 60.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2A-1 | All Flow-Through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 35 | 46 | 76.09% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2A-1 | All Flow-Through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 9 | 13 | 69.23% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 45 | 45 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 35 | 35 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 9 | 9 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 16:33 | 5 | 3.19 | | | | | | | |
| December 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:59:47 | 7,107 | 00:0:05 | | | | | | | |
| December 2013 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Benchmark | 24:00 | 58:01 | 3 | 19:20 | | | | | | | |
| December 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 505 | 15,376 | 3.28% | | | | | | | |
| December 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 7,107 | 15,376 | 46.22% | | | | | | | |
| December 2013 | Pre-Ordering | PO-4C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 10 | 10 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 31 | 31 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 9 | 9 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 45 | 45 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 6 | 6 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 26 | 26 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| December 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 5:57 | 147 | 0:02 | | | | | | | |
| December 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 152 | 152 | 100.00% | 0.00% | 10,880 | 10,979 | 99.10% | 9.45% | -1.16799 | -1.710088 |
| December 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 15 | 0.00% | 0.00% | | |
| December 2013 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 15 | 0.00% | 0.00% | | |
| November 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,128 | 7,827 | 0.91 | 0.67 | 126,389 | 42,049 | 3.01 | 4.41 | -38.580811 | -24.455468 |
| November 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 842,051 | 842,051 | 100.00% | | | | | | | |
| November 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,128 | 7,827 | 0.91 | 0.67 | 126,389 | 42,049 | 3.01 | 4.41 | -38.580811 | -24.455468 |
| November 2013 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 210 | 210 | 100.00% | | | | | | | |
| November 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 150,165 | 150,165 | 100.00% | | | | | | | |
| November 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 2,345 | 2,345 | 100.00% | | | | | | | |
| November 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 422 | 423 | 99.76% | 4.86% | 6,590 | 6,692 | 98.48% | 12.25% | -2.096634 | -2.274663 |
| November 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,961 | 1,961 | 100.00% | | | | | | | |
| November 2013 | Database Updates | DB-1A | All | All | Parity by Design | N/A | E911 | 3:58 | 2:020 | 0:00 | | | | | | |
| November 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 3,855,404 | 3,678,349 | 1.05 | | | | | | | |
| November 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1294.27 | 7,025 | 0.18 | | | | | | | |
| November 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 6,577 | 6,632 | 99.17% | | | | | | | |
| November 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | ALL | Parity by Design | N/A | | | | | 9.14 | 1 | 9.14 | | | |
| November 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 29,340 | 29,340 | 100.00% | | | | | | | |
| November 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 29,340 | 29,340 | 100.00% | | | | | | | |
| November 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 83,400 | 83,400 | 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 |
|---------------|---------------------------------|--------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| November 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 21,600 | 21,600 | 100.00% | | | | | | | |
| November 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 80,970 | 80,970 | 100.00% | | | | | | | |
| November 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| November 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 44 | 153 | 28.76% | 45.26% | -0.892705 | -1.542726 |
| November 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Centrex 21 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 94 | 488 | 19.26% | 39.44% | 0.384008 | -0.76654 |
| November 2013 | Maintenance and Repair | MR-2 | Calls Answered w/ 20 seconds - IRC | All | Parity | N/A | 5,170 | 6,267 | 82.50% | 38.00% | 141,838 | 175,727 | 80.71% | 39.45% | -3.510826 | -3.134431 |
| November 2013 | Maintenance and Repair | MR-3A | Dispatches within MSAs | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 39 | 50 | 78.00% | 41.42% | -0.525853 | -1.319696 |
| November 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 18 | 30 | 60.00% | 48.99% | -0.803219 | -1.488323 |
| November 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | DS0 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | 47.14% | -0.612372 | -1.372296 |
| November 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | ISDN Primary | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| November 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 5 | 7 | 71.43% | 45.18% | -1.577622 | -2.959126 |
| November 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Business | Parity | N/A | 30:02 | 1 | 30:02 | 0:00 | 1999:07 | 50 | 39:59 | 49:23 | -0.39893 | -2.242532 |
| November 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Centrex 21 | Parity | N/A | 23:14 | 1 | 23:14 | 0:00 | | | | | | |
| November 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Business | Parity | N/A | 3:10 | 1 | 3:10 | 0:00 | 1944:02 | 30 | 64:48 | 108:56 | -0.556598 | -1.338387 |
| November 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | Business | Parity | N/A | 3:10 | 1 | 3:10 | 0:00 | 1944:02 | 30 | 64:48 | 108:56 | -0.556598 | -1.338387 |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | DS0 | Parity | N/A | 0:25 | 1 | 0:25 | 0:00 | 18:05 | 3 | 6:02 | 10:05 | -0.482052 | -1.293067 |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | ISDN Primary | Parity | N/A | 2:05 | 1 | 2:05 | 0:00 | 5:52 | 4 | 1:28 | 0:50 | 0.27411 | -0.833353 |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS0 | Parity | N/A | 0:25 | 1 | 0:25 | 0:00 | 17:40 | 1 | 17:40 | 0:00 | | |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | ISDN Primary | Parity | N/A | 2:05 | 1 | 2:05 | 0:00 | 5:52 | 4 | 1:28 | 0:50 | 0.323918 | -0.803072 |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 3:19 | 1 | 3:19 | 0:00 | | | | | | |
| November 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4:40 | 2 | 2:20 | 1:18 | 18:45 | 5 | 3:45 | 1:42 | -0.99746 | -1.606413 |
| November 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 7 | 55 | 12.73% | 33.33% | -0.378456 | -1.230085 |
| November 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Centrex 21 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 3 | 32 | 9.38% | 29.15% | -0.316723 | -1.192554 |
| November 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 18 | 165 | 10.91% | 31.18% | -0.348872 | -1.212099 |
| November 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS0 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 3 | 0.00% | 0.00% | | |
| November 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | ISDN Primary | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | 0.00% | | |
| November 2013 | 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% | | | | | | |
| November 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 2 | 7 | 28.57% | 45.18% | -0.788811 | -1.479563 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 523 | 0.00% | | | |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 2 | 372 | 0.54% | 7.31% | 109 | 17,102 | 0.64% | 7.96% | -0.239095 | -1.14536 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 1 | 0.00% | | 12 | 13,565 | 0.09% | 2.97% | -0.029755 | -1.01809 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 1 | 18 | 5.56% | 22.91% | 0 | 214 | 0.00% | | 1.421497 | -0.135791 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 7 | 273 | 2.56% | 15.81% | -0.947643 | -1.576126 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,098 | 0.00% | | 0 | 11,976 | 0.00% | | | |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 252 | 0.00% | | 0 | 1,534 | 0.00% | | | |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 77 | 1.30% | 11.32% | 394 | 32,185 | 1.22% | 11.00% | -0.287515 | -1.174797 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 75 | 1.33% | 11.47% | 0 | 464 | 0.00% | | 1.084162 | -0.340877 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 237 | 0.84% | 9.15% | 7 | 273 | 2.56% | 15.81% | -1.225822 | -1.745247 |
| November 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 900 | 0.00% | | 503 | 49,287 | 1.02% | 10.05% | -3.018819 | -2.835312 |
| November 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 40 | 55 | 72.73% | 44.54% | 0.565949 | -0.655928 |
| November 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| November 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 23 | 32 | 71.88% | 44.96% | -0.615992 | -1.374497 |
| November 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 131 | 165 | 79.39% | 40.45% | -0.507916 | -1.308791 |
| November 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -3 |
| November 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| November 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| November 2013 | 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% | | | | | | | |
| November 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | ALL | Parity by Design | N/A | | | | | 8.09 | 1 | 8.09 | | | |
| November 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 366 | 366 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 366 | 366 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-2 | Calls Answered w/ 20 seconds - IPC | ALL | Parity | N/A | 4,510 | 4,723 | 95.49% | 20.75% | 633,829 | 900,267 | 70.40% | 45.65% | | |
| November 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 111 | 118 | 94.07% | 23.62% | -0.35217 | -1.214104 |
| November 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 72 | 76 | 94.74% | 22.33% | -0.400422 | -1.243439 |
| November 2013 | Ordering and Provisioning | OP-3C | No dispatches | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 5 | 6 | 83.33% | 37.27% | -0.414039 | -1.251718 |

| 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 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 79 | 79 | 100.00% | 0.00% | | |
| November 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 5 | 100.00% | 0.00% | | | | | | |
| November 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 6 | 1 | 6.00 | 0.00 | 352 | 84 | 4.19 | 3.74 | 1.071377 | -0.348649 |
| November 2013 | Ordering and Provisioning | OP-4C | No dispatches | Business | Parity | N/A | 1 | 1 | 1.00 | 0.00 | 4 | 3 | 1.33 | 1.15 | -0.25 | -1.151989 |
| November 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 17 | 4 | 4.25 | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 79 | 83 | 95.18% | 21.42% | -0.223674 | -1.135984 |
| November 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 10 | 10 | 100.00% | 0.00% | 252 | 273 | 92.31% | 26.65% | -0.896597 | -1.545093 |
| November 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 5 | 80.00% | 40.00% | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 253 | 271 | 93.36% | 24.90% | -0.266242 | -1.161864 |
| November 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Business | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 10 | 10 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop - DS1 Capable | Benchmark | 96.50% | 5 | 5 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5R | New Service Quality Multiple Report Rate | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Business | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 4 | 5 | 80.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 363 | 363 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2012.50 | 15,765 | 0.13 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10399.40 | 6,144 | 1.69 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 12411.90 | 15,765 | 0.79 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 317.51 | 2,606 | 0.12 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 4145.88 | 2,606 | 1.59 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 166.69 | 1,343 | 0.12 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 2616.01 | 706 | 3.71 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 2782.70 | 1,343 | 2.07 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 357.80 | 3,013 | 0.12 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 21316.70 | 2,307 | 9.24 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 21674.50 | 3,013 | 7.19 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 573.39 | 4,936 | 0.12 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 13411.76 | 10,767 | 1.25 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 13985.15 | 4,936 | 2.83 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 160.39 | 1,275 | 0.13 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 4017.09 | 867 | 4.63 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 4177.48 | 1,275 | 3.28 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 438.21 | 3,830 | 0.11 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 10786.73 | 6,835 | 1.58 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 11224.94 | 3,830 | 2.93 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 850.40 | 1,409 | 0.60 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 284.09 | 2,287 | 0.12 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2942.69 | 1,409 | 2.09 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 4077.18 | 2,287 | 1.78 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 267.69 | 2,141 | 0.13 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 13650.24 | 723 | 18.88 | | | | | | | |
| November 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 13917.93 | 2,141 | 6.50 | | | | | | | |
| November 2013 | Pre-Ordering | PO-15 | Number of Due Date Changes per Order | All | Parity | N/A | 1 | 45 | 0.02 | 0.15 | 37 | 1,161 | 0.03 | 0.19 | -0.342695 | -1.208344 |
| November 2013 | Pre-Ordering | PO-16 | Timely Release Notifications | ALL | Benchmark | 92.50% | 1 | 1 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 27 | 27 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 78 | 121 | 64.46% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 32 | 52 | 61.54% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 64 | 15.63% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 78 | 80 | 97.50% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 32 | 32 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 10 | 10 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 19 | 19 | 1:17 | | | | | | | |
| November 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:843:23 | 8,208 | 00:0:06 | | | | | | | |

| 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 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 519 | 17,250 | 3.01% | | | | | | | |
| November 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 8,208 | 17,250 | 47.58% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 13 | 13 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 30 | 30 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 7 | 7 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 74 | 74 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 14 | 14 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 52 | 52 | 100.00% | | | | | | | |
| November 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 33 | 34 | 97.06% | | | | | | | |
| November 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 38:09 | 157 | 0.15 | | | | | | | |
| November 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 145 | 145 | 100.00% | 0.00% | 10,158 | 10,304 | 98.58% | 11.82% | -1.43358 | -1.871555 |
| November 2013 | Pre-Ordering | PO-8A | Non-Designed Services | Non-Designed Services | Parity | N/A | 5 | 2 | 2.50 | 3.54 | 11 | 2 | 5.50 | 6.36 | 0.017547 | -0.989332 |
| November 2013 | Pre-Ordering | PO-8B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 4 | 2 | 2.00 | 1.41 | 11 | 2 | 5.50 | 6.36 | -0.59776 | -1.363412 |
| November 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 11 | 0.00% | 0.00% | | |
| November 2013 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 11 | 0.00% | 0.00% | | |
| October 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 8,511 | 8,672 | 0.98 | 0.56 | 163,314 | 51,722 | 3.16 | 5.01 | -37.448429 | -23.767028 |
| October 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 898,790 | 898,790 | 100.00% | | | | | | | |
| October 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 8,511 | 8,672 | 0.98 | 0.56 | 163,314 | 51,722 | 3.16 | 5.01 | -37.448429 | -23.767028 |
| October 2013 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 166 | 166 | 100.00% | | | | | | | |
| October 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 153,428 | 153,428 | 100.00% | | | | | | | |
| October 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 1,922 | 1,922 | 100.00% | | | | | | | |
| October 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 440 | 440 | 100.00% | 0.00% | 8,128 | 8,207 | 99.04% | 9.76% | -2.014687 | -2.224843 |
| October 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,922 | 1,922 | 100.00% | | | | | | | |
| October 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 5:42 | 2,360 | 0.00 | | | | | | | |
| October 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 4,701,708 | 4,483,887 | 1.05 | | | | | | | |
| October 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1368.97 | 7,976 | 0.17 | | | | | | | |
| October 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 7,799 | 7,862 | 99.20% | | | | | | | |
| October 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | ALL | Parity by Design | N/A | | | | | 8.35 | 1 | 8.35 | | | |
| October 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 29,160 | 29,160 | 100.00% | | | | | | | |
| October 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 86,372 | 86,400 | 99.97% | | | | | | | |
| October 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 22,860 | 22,860 | 100.00% | | | | | | | |
| October 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 84,360 | 84,360 | 100.00% | | | | | | | |
| October 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| October 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 1 | 7 | 14.29% | 34.99% | 65 | 281 | 23.13% | 42.17% | -0.548244 | -1.333308 |
| October 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 243 | 1,236 | 19.66% | 39.74% | 0.85148 | -0.482337 |
| October 2013 | Maintenance and Repair | MR-2 | Calls Answered w/i 20 seconds - IRC | All | Parity | N/A | 6,354 | 7,861 | 80.83% | 39.36% | 170,949 | 212,055 | 80.62% | 39.53% | -0.471325 | -1.286545 |
| October 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 4 | 5 | 80.00% | 40.00% | 131 | 478 | 27.41% | 44.60% | -2.622952 | -2.594641 |
| October 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 58 | 101 | 57.43% | 49.45% | 0.256783 | -0.843887 |
| October 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Business | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 44 | 60 | 73.33% | 44.22% | -1.019294 | -1.619687 |
| October 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 4 | 5 | 80.00% | 40.00% | 658 | 1,180 | 55.76% | 49.67% | -1.088892 | -1.661999 |
| October 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | ISDN Primary | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 9 | 10 | 90.00% | 30.00% | -0.430331 | -1.261623 |
| October 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| October 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 5 | 80.00% | 40.00% | 5 | 7 | 71.43% | 45.18% | -0.648074 | -2.394002 |
| October 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Business | Parity | N/A | 287:20 | 3 | 95:47 | 72:17 | 5956:24 | 101 | 58:58 | 66:16 | 2.390477 | -0.546694 |
| October 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Business | Parity | N/A | 30:53 | 3 | 10:18 | 10:44 | 2521:27 | 60 | 42:01 | 42:05 | -1.274319 | -1.774731 |
| October 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | Business | Parity | N/A | 30:53 | 3 | 10:18 | 10:44 | 2521:27 | 60 | 42:01 | 42:05 | -1.274319 | -1.774731 |
| October 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | ISDN Primary | Parity | N/A | 3:35 | 2 | 1:47 | 0:04 | 180:29 | 10 | 18:03 | 52:14 | -0.401765 | -1.244256 |
| October 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | ISDN Primary | Parity | N/A | 3:35 | 2 | 1:47 | 0:04 | 180:21 | 9 | 20:02 | 55:00 | -0.424378 | -1.258003 |
| October 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 9:03 | 1 | 9:03 | 0:00 | | | | | | |
| October 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 14:58 | 5 | 3:00 | 1:52 | 67:54 | 7 | 9:42 | 14:56 | -0.766978 | -1.466289 |
| October 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 118:46 | 5 | 23:45 | 39:26 | 73767:18 | 1,151 | 64:05 | 74:16 | -1.211966 | -1.736823 |
| October 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Business | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 18 | 107 | 16.82% | 37.41% | -0.768241 | -1.467057 |
| October 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Business | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 7 | 68 | 10.29% | 30.39% | -0.574209 | -1.349094 |
| October 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | ISDN Primary | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 10 | 10.00% | 30.00% | -0.430331 | -1.261623 |
| October 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| October 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 5 | 0.00% | 0.00% | 0 | 7 | 0.00% | 0.00% | | |
| October 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 5 | 0.00% | 0.00% | 206 | 1,209 | 17.04% | 37.60% | -1.011281 | -1.614815 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 525 | 0.00% | | | |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 6 | 374 | 1.60% | 12.56% | 216 | 17,220 | 1.25% | 11.13% | 0.428869 | -0.739266 |

| 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 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 1 | 0.00% | | 37 | 13,668 | 0.27% | 5.20% | -0.052098 | -1.031673 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 0 | 220 | 0.00% | | | |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 7 | 278 | 2.52% | 15.67% | -0.939917 | -1.571429 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,098 | 0.01% | 1.05% | 0 | 12,048 | 0.00% | | | |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 252 | 0.00% | | 3 | 1,540 | 0.19% | 4.41% | -0.650153 | -1.395265 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 82 | 0.00% | | 993 | 32,606 | 3.05% | 17.18% | -1.602888 | -1.974487 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 75 | 0.00% | | 0 | 466 | 0.00% | | | |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 237 | 2.11% | 14.37% | 7 | 278 | 2.52% | 15.67% | -0.294756 | -1.179199 |
| October 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 5 | 904 | 0.55% | 7.42% | 1,209 | 49,826 | 2.43% | 15.39% | -3.627828 | -3.205563 |
| October 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Business | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 79 | 107 | 73.83% | 43.96% | 0.915146 | -0.443631 |
| October 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Business | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 56 | 68 | 82.35% | 38.12% | -0.784662 | -1.477041 |
| October 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -2.996667 |
| October 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| October 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| October 2013 | 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 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | ALL | Parity by Design | N/A | | | | | 7.83 | 1 | 7.83 | | | |
| October 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 544 | 544 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 544 | 544 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-2 | Calls Answered w/ 20 seconds - IPC | ALL | Parity | N/A | 4,510 | 4,723 | 95.49% | 20.75% | 717,918 | 1,181,538 | 60.76% | 48.83% | | |
| October 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 116 | 124 | 93.55% | 24.57% | -0.368431 | -1.22399 |
| October 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 68 | 77 | 88.31% | 32.13% | -0.618198 | -1.375638 |
| October 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 82 | 82 | 100.00% | 0.00% | | |
| October 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 5 | 5 | 100.00% | 0.00% | | |
| October 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 3 | 1 | 3.00 | 0.00 | 265 | 66 | 4.02 | 6.46 | -0.155955 | -1.094814 |
| October 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 36 | 4 | 9.00 | 0.00 | 31 | 3 | 10.33 | 1.15 | -1.511858 | -1.919144 |
| October 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | ISDN Primary | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 7 | 7 | 100.00% | 0.00% | | |
| October 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 265 | 283 | 93.64% | 24.40% | -0.769726 | -1.46796 |
| October 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 239 | 258 | 92.64% | 26.12% | -0.397206 | -1.241484 |
| October 2013 | Ordering and Provisioning | OP-5B | New Service Quality | ISDN Primary | Benchmark | 96.50% | 4 | 4 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 9 | 9 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 2 | 2 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | ISDN Primary | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 9 | 9 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| October 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 542 | 542 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 1616.67 | 12,530 | 0.13 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 8806.84 | 4,893 | 1.80 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 10423.51 | 12,530 | 0.83 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 258.64 | 2,147 | 0.12 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 3520.06 | 2,147 | 1.64 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 146.62 | 1,187 | 0.12 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 2433.48 | 606 | 4.02 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 2580.10 | 1,187 | 2.17 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 300.71 | 2,471 | 0.12 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 17317.50 | 1,889 | 9.17 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 17618.21 | 2,471 | 7.13 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 468.72 | 3,960 | 0.12 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 10273.61 | 8,622 | 1.19 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 10742.33 | 3,960 | 2.71 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 134.18 | 1,054 | 0.13 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 3105.51 | 688 | 4.51 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 3239.69 | 1,054 | 3.07 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 359.68 | 3,103 | 0.12 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 9071.72 | 5,448 | 1.67 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 9431.40 | 3,103 | 3.04 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 731.17 | 1,137 | 0.64 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 244.86 | 1,889 | 0.13 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 2521.29 | 1,139 | 2.21 | | | | | | | |

| 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 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 3497.32 | 1,889 | 1.85 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 218.70 | 1,710 | 0.13 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 15150.65 | 987 | 15.35 | | | | | | | |
| October 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 15369.35 | 1,710 | 8.99 | | | | | | | |
| October 2013 | Pre-Ordering | PO-15 | Number of Due Date Changes per Order | All | Parity | N/A | 2 | 51 | 0.04 | 0.20 | 94 | 1,372 | 0.07 | 0.29 | -0.713832 | -1.433979 |
| October 2013 | Pre-Ordering | PO-16 | Timely Release Notifications | ALL | Benchmark | 92.50% | 1 | 1 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 61 | 84 | 72.62% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 49 | 84 | 58.33% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 3 | 4 | 75.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 61 | 61 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 49 | 49 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 3 | 3 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 37:59 | 12 | 3:10 | | | | | | | |
| October 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:874:38 | 9,941 | 00:0:05 | | | | | | | |
| October 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 771 | 21,177 | 3.64% | | | | | | | |
| October 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 9,941 | 21,177 | 46.94% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 48 | 48 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 57 | 57 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 18 | 18 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 18 | 18 | 100.00% | | | | | | | |
| October 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 8:37 | 150 | 0.03 | | | | | | | |
| October 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 139 | 140 | 99.29% | 8.42% | 12,131 | 12,343 | 98.28% | 12.99% | -0.908541 | -1.552354 |
| October 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 18 | 0.00% | 0.00% | | |
| September 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 6,631 | 6,833 | 0.97 | 0.42 | 145,619 | 47,981 | 3.03 | 4.39 | -36.361914 | -23.106474 |
| September 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 810,740 | 810,740 | 100.00% | | | | | | | |
| September 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 6,631 | 6,833 | 0.97 | 0.42 | 145,619 | 47,981 | 3.03 | 4.39 | -36.361914 | -23.106474 |
| September 2013 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 163 | 163 | 100.00% | | | | | | | |
| September 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 153,882 | 153,882 | 100.00% | | | | | | | |
| September 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 1,929 | 1,929 | 100.00% | | | | | | | |
| September 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 401 | 401 | 100.00% | 0.00% | 6,589 | 6,619 | 99.55% | 6.72% | -1.312051 | -1.79767 |
| September 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,929 | 1,929 | 100.00% | | | | | | | |
| September 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 4:31 | 2,035 | 0.00 | | | | | | | |
| September 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 3,530,681 | 3,398,312 | 1.04 | | | | | | | |
| September 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1316.16 | 8,019 | 0.16 | | | | | | | |
| September 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 7,444 | 7,556 | 98.52% | | | | | | | |
| September 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | All | Parity by Design | N/A | | | | | 8.49 | 1 | 8.49 | | | |
| September 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 28,980 | 28,980 | 100.00% | | | | | | | |
| September 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 28,980 | 28,980 | 100.00% | | | | | | | |
| September 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 82,825 | 82,920 | 99.89% | | | | | | | |
| September 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 21,060 | 21,060 | 100.00% | | | | | | | |
| September 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 80,738 | 80,760 | 99.97% | | | | | | | |
| September 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| September 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 2 | 6 | 33.33% | 47.14% | 45 | 154 | 29.22% | 45.48% | -0.175102 | -1.106454 |
| September 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | PBX | Parity | N/A | 13 | 15 | 86.67% | 33.99% | 0 | 7 | 0.00% | 0.00% | 3.525817 | 1.143545 |
| September 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 144 | 642 | 22.43% | 41.71% | 0.25364 | -0.845798 |
| September 2013 | Maintenance and Repair | MR-2 | Calls Answered w/i 20 seconds - IRC | All | Parity | N/A | 6,763 | 8,323 | 81.26% | 39.03% | 162,429 | 251,080 | 64.69% | 47.79% | -31.108475 | -19.91261 |
| September 2013 | Maintenance and Repair | MR-3A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 16 | 26 | 61.54% | 48.65% | -0.775791 | -1.471648 |
| September 2013 | Maintenance and Repair | MR-3C | No dispatches | PBX | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| September 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 99 | 221 | 44.80% | 49.73% | -1.909832 | -2.161095 |
| September 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 42 | 54 | 77.78% | 41.57% | -0.742307 | -1.451291 |
| September 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 35 | 41 | 85.37% | 35.34% | -0.571761 | -1.347606 |
| September 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | PBX | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| September 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 173 | 218 | 79.36% | 40.47% | 0.806263 | -0.509827 |
| September 2013 | Maintenance and Repair | MR-4C | No dispatches | PBX | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| September 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 463 | 589 | 78.61% | 41.01% | -1.039813 | -1.632161 |

| 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 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | ISDN Primary | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| September 2013 | 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 | 3 | 33.33% | 47.14% | -3.464102 | -4.106024 |
| September 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Business | Parity | N/A | 33:19 | 2 | 16:39 | 9:15 | 1802:23 | 54 | 33:23 | 46:03 | -1.008478 | -2.61311 |
| September 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Business | Parity | N/A | 43:29 | 2 | 21:44 | 1:13 | 1145:58 | 41 | 27:57 | 22:30 | -0.381142 | -1.231718 |
| September 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | PBX | Parity | N/A | 73:51 | 1 | 73:51 | 0:00 | | | | | | |
| September 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 50:13 | 1 | 50:13 | 0:00 | 7145:28 | 218 | 32:47 | 31:54 | 0.926859 | -0.43651 |
| September 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | Business | Parity | N/A | 43:29 | 2 | 21:44 | 1:13 | 1145:58 | 41 | 27:57 | 22:30 | -0.381142 | -1.231718 |
| September 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | PBX | Parity | N/A | 73:51 | 1 | 73:51 | 0:00 | | | | | | |
| September 2013 | Maintenance and Repair | MR-6C | Mean Time to Restore no dispatch | PBX | Parity | N/A | 2:52 | 1 | 2:52 | 0:00 | 17:39 | 6 | 2:56 | 1:52 | -0.037193 | -1.022612 |
| September 2013 | Maintenance and Repair | MR-6C | Mean Time to Restore-No Dispatch | PBX | Parity | N/A | 2:52 | 1 | 2:52 | 0:00 | 17:39 | 6 | 2:56 | 1:52 | -0.037193 | -1.022612 |
| September 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | ISDN Primary | Parity | N/A | 1:42 | 1 | 1:42 | 0:00 | 11:01 | 6 | 1:50 | 0:51 | -0.14829 | -1.090154 |
| September 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | ISDN Primary | Parity | N/A | 1:42 | 1 | 1:42 | 0:00 | 10:51 | 5 | 2:10 | 0:15 | -1.662742 | -2.010875 |
| September 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 6:54 | 3 | 2:18 | 1:21 | 26:17 | 3 | 8:46 | 9:06 | -0.869009 | -1.52832 |
| September 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 22:41 | 4 | 5:40 | 6:20 | 20313:48 | 573 | 35:27 | 50:36 | -1.172927 | -1.713089 |
| September 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 4 | 58 | 6.90% | 25.34% | -0.378431 | -1.23007 |
| September 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 8 | 43 | 18.60% | 38.91% | -0.660928 | -1.401815 |
| September 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | PBX | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| September 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 45 | 222 | 20.27% | 40.20% | -0.503088 | -1.305856 |
| September 2013 | Maintenance and Repair | MR-7C | Repair Repeat Report Rate-no dispatch | PBX | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 6 | 0.00% | 0.00% | | |
| September 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | ISDN Primary | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 6 | 16.67% | 37.27% | -0.414039 | -1.251718 |
| September 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 1 | 3 | 33.33% | 47.14% | 0 | -1 |
| September 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 124 | 607 | 20.43% | 40.32% | -1.010046 | -1.614064 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 2 | 537 | 0.37% | 6.09% | -0.340914 | -1.207261 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 4 | 378 | 1.06% | 10.23% | 109 | 17,299 | 0.63% | 7.91% | 0.762263 | -0.536577 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 2 | 2 | 0.00% | | 23 | 13,782 | 0.17% | 4.08% | -0.057817 | -1.03515 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 1 | 229 | 0.44% | 6.59% | -0.270544 | -1.164479 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 41 | 0.00% | | 3 | 283 | 1.06% | 10.24% | -0.619433 | -1.376588 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,098 | 0.00% | | 0 | 12,192 | 0.00% | | | |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 2 | 253 | 0.79% | 8.86% | 7 | 1,540 | 0.45% | 6.73% | 0.332768 | -0.797691 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 95 | 1.05% | 10.21% | 498 | 32,984 | 1.51% | 12.19% | -0.364902 | -1.221844 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 78 | 0.00% | | 2 | 478 | 0.42% | 6.45% | -0.530805 | -1.322707 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 238 | 1.26% | 11.16% | 3 | 283 | 1.06% | 10.24% | -0.1834 | -1.111499 |
| September 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 4 | 907 | 0.44% | 6.63% | 607 | 50,283 | 1.21% | 10.92% | -2.094068 | -2.273103 |
| September 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 50 | 58 | 86.21% | 34.48% | -0.556177 | -1.338132 |
| September 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 37 | 43 | 86.05% | 34.65% | -0.556696 | -1.338447 |
| September 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | PBX | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| September 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 196 | 222 | 88.29% | 32.16% | 1.169624 | -0.288919 |
| September 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -3 |
| September 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| September 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| September 2013 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,493 | 0.00% | | | | | | | |
| September 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | | Parity by Design | N/A | | | | | 8.09 | 1 | 8.09 | | | |
| September 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 382 | 382 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 382 | 382 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-2 | Calls Answered w/i 20 seconds - IPC | | Parity | N/A | 3,901 | 4,197 | 92.95% | 25.60% | 491,942 | 1,165,901 | 42.19% | 49.39% | | |
| September 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 141 | 149 | 94.63% | 22.54% | -0.470124 | -1.285815 |
| September 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 103 | 105 | 98.10% | 13.67% | -0.273532 | -1.166296 |
| September 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 88 | 88 | 100.00% | 0.00% | | |
| September 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 12 | 12 | 100.00% | 0.00% | | |
| September 2013 | 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% | | |
| September 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 29 | 2 | 14.50 | 0.71 | 559 | 109 | 5.13 | 6.32 | 1.774382 | 0.078748 |
| September 2013 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 3 | 1 | 3.00 | 0.00 | 258 | 77 | 3.35 | 2.25 | -0.154685 | -1.094042 |
| September 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 18 | 2 | 9.00 | 0.00 | 119 | 12 | 9.92 | 1.08 | -1.107578 | -1.673359 |
| September 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 27 | 3 | 9.00 | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | ISDN Primary | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 12 | 12 | 100.00% | 0.00% | 1.067571 | -0.350963 |
| September 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 12 | 12 | 100.00% | 0.00% | 314 | 342 | 91.81% | 27.42% | -1.016755 | -1.618143 |
| September 2013 | 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% | | |
| September 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 296 | 316 | 93.67% | 24.35% | -0.259527 | -1.157781 |

| 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 2013 | Ordering and Provisioning | OP-5B | New Service Quality | ISDN Primary | Benchmark | 96.50% | 2 | 2 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 12 | 12 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop - DS1 Capable | Benchmark | 96.50% | 3 | 3 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5R | New Service Quality Multiple Report Rate | ISDN Primary | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | ISDN Primary | Diagnostic | N/A | 1 | 2 | 50.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 12 | 12 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| September 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 381 | 381 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2519.53 | 20,072 | 0.13 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 16120.96 | 7,919 | 2.04 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 18640.49 | 20,072 | 0.93 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 409.17 | 3,450 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 6076.80 | 3,450 | 1.76 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 243.02 | 2,047 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4396.27 | 1,150 | 3.82 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 4639.29 | 2,047 | 2.27 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 477.53 | 4,017 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 28735.67 | 3,135 | 9.17 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 29213.20 | 4,017 | 7.27 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 751.18 | 6,475 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 17263.85 | 14,331 | 1.20 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 18015.03 | 6,475 | 2.78 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 211.89 | 1,696 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 5446.64 | 1,149 | 4.74 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 5658.53 | 1,696 | 3.34 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 578.05 | 5,079 | 0.11 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 13915.73 | 8,880 | 1.57 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 14493.78 | 5,079 | 2.85 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1116.59 | 1,799 | 0.62 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 359.32 | 2,915 | 0.12 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 4125.50 | 1,799 | 2.29 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 5601.41 | 2,915 | 1.92 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 345.60 | 2,706 | 0.13 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 26253.52 | 943 | 18.84 | | | | | | | |
| September 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 26599.12 | 2,706 | 9.83 | | | | | | | |
| September 2013 | Pre-Ordering | PO-15 | Number of Due Date Changes per Order | All | Parity | N/A | 0 | 75 | 0.00 | 0.00 | 40 | 1,494 | 0.03 | 0.17 | -1.366526 | -1.830789 |
| September 2013 | Pre-Ordering | PO-16 | Timely Release Notifications | | Benchmark | 92.50% | 1 | 1 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 72 | 97 | 74.23% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 41 | 74 | 55.41% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 8 | 11 | 72.73% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 72 | 73 | 98.63% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 41 | 41 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 8 | 8 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 43:16 | 18 | 2:24 | | | | | | | |
| September 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:748:14 | 8,203 | 00:0:05 | | | | | | | |
| September 2013 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Benchmark | 24:00 | 5:38 | 3 | 1:53 | | | | | | | |
| September 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 642 | 18,494 | 3.47% | | | | | | | |
| September 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 8,203 | 18,494 | 44.35% | | | | | | | |
| September 2013 | Pre-Ordering | PO-4C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 15 | 15 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 34 | 34 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 67 | 68 | 98.53% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 20 | 20 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| September 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 18 | 18 | 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 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 11:58 | 155 | 0.05 | | | | | | | |
| September 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 153 | 153 | 100.00% | 0.00% | 9,285 | 9,374 | 99.05% | 9.70% | -1.201252 | -1.730309 |
| August 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,487 | 7,136 | 1.05 | 0.81 | 193,339 | 52,447 | 3.69 | 5.39 | -38.751984 | -24.559533 |
| August 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 791,795 | 791,795 | 100.00% | | | | | | | |
| August 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,487 | 7,136 | 1.05 | 0.81 | 193,339 | 52,447 | 3.69 | 5.39 | -38.751984 | -24.559533 |
| August 2013 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 194 | 194 | 100.00% | | | | | | | |
| August 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 152,241 | 152,241 | 100.00% | | | | | | | |
| August 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 2,299 | 2,299 | 100.00% | | | | | | | |
| August 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 327 | 327 | 100.00% | 0.00% | 6,921 | 6,947 | 99.63% | 6.11% | -1.083149 | -1.658508 |
| August 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,939 | 1,939 | 100.00% | | | | | | | |
| August 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 4:40 | 2,057 | 0.00 | | | | | | | |
| August 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 4,516,629 | 4,398,795 | 1.03 | | | | | | | |
| August 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1254.59 | 7,530 | 0.17 | | | | | | | |
| August 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 7,290 | 7,420 | 98.25% | | | | | | | |
| August 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | ALL | Parity by Design | N/A | | | | | 8.75 | 1 | 8.75 | | | |
| August 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 30,355 | 30,420 | 99.79% | | | | | | | |
| August 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 30,420 | 30,420 | 100.00% | | | | | | | |
| August 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 86,123 | 86,280 | 99.82% | | | | | | | |
| August 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 22,500 | 22,500 | 100.00% | | | | | | | |
| August 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 83,720 | 83,850 | 99.84% | | | | | | | |
| August 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| August 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 48 | 175 | 27.43% | 44.62% | -1.215742 | -1.739118 |
| August 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 193 | 768 | 25.13% | 43.38% | 0.149288 | -0.90924 |
| August 2013 | Maintenance and Repair | MR-2 | Calls Answered w/ 20 seconds - IRC | All | Parity | N/A | 6,560 | 7,299 | 89.88% | 30.17% | 188,346 | 214,623 | 87.76% | 32.78% | -5.430501 | -4.30151 |
| August 2013 | Maintenance and Repair | MR-3A | Dispatches within MSAs | Business | Parity | N/A | 0.00% | 1 | 100.00% | 0.00% | 15 | 24 | 62.50% | 48.41% | -0.758947 | -1.461407 |
| August 2013 | Maintenance and Repair | MR-3B | Dispatches outside MSAs | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 12 | 13 | 92.31% | 26.65% | 1.067571 | -0.350963 |
| August 2013 | Maintenance and Repair | MR-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 28 | 66 | 42.42% | 49.42% | -1.156238 | -1.702943 |
| August 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| August 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 113 | 230 | 49.13% | 49.99% | -1.01534 | -1.617283 |
| August 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 45 | 53 | 84.91% | 35.80% | -0.417715 | -1.253953 |
| August 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Business | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 50 | 54 | 92.59% | 26.19% | 0.691255 | -0.579747 |
| August 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 182 | 231 | 78.79% | 40.88% | -0.517755 | -1.314773 |
| August 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | 0.00% | | |
| August 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 561 | 678 | 82.74% | 37.79% | -0.456343 | -1.277437 |
| August 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 4 | 5 | 80.00% | 40.00% | -0.91287 | -2.554986 |
| August 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 4 | 5 | 80.00% | 40.00% | -0.732212 | -2.445154 |
| August 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Business | Parity | N/A | 18:56 | 1 | 18:56 | 0.00 | 1393:34 | 53 | 26:18 | 20:19 | -0.717684 | -2.43632 |
| August 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Business | Parity | N/A | 117:20 | 3 | 39:07 | 52:45 | 1047:17 | 54 | 19:24 | 17:13 | 1.490853 | -0.093626 |
| August 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 22:33 | 1 | 22:33 | 0:00 | 7489:19 | 231 | 32:25 | 30:26 | -0.32369 | -1.19679 |
| August 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | Business | Parity | N/A | 117:20 | 3 | 39:07 | 52:45 | 1047:17 | 54 | 19:24 | 17:13 | 1.616436 | -0.017276 |
| August 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:57 | 1 | 1:57 | 0:00 | 18:59 | 5 | 3:48 | 4:04 | -0.415207 | -1.252428 |
| August 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 5:04 | 2 | 2:32 | 3:08 | | | | | | |
| August 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 12:05 | 3 | 4:02 | 4:21 | 18:59 | 5 | 3:48 | 4:04 | -0.287147 | -1.174573 |
| August 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 13:08 | 1 | 13:08 | 0:00 | 21862:54 | 664 | 32:56 | 45:42 | -0.432729 | -1.263081 |
| August 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 11 | 54 | 20.37% | 40.28% | -0.501161 | -1.304685 |
| August 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Business | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 5 | 64 | 7.81% | 26.84% | -0.492802 | -1.299602 |
| August 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 42 | 234 | 17.95% | 38.38% | -0.466711 | -1.28374 |
| August 2013 | 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 | 5 | 0.00% | 0.00% | | |
| August 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| August 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 0 | 5 | 0.00% | 0.00% | | |
| August 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 130 | 702 | 18.52% | 38.84% | -0.476392 | -1.289626 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 2 | 531 | 0.38% | 6.13% | -0.34273 | -1.208365 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 4 | 380 | 1.05% | 10.21% | 127 | 17,422 | 0.73% | 8.51% | 0.505642 | -0.692592 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 2 | 0.00% | | 36 | 13,867 | 0.26% | 5.09% | -0.072145 | -1.043861 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 0 | 235 | 0.00% | | | |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 41 | 2.44% | 15.43% | 5 | 282 | 1.77% | 13.20% | -0.151333 | -1.092004 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,098 | 0.00% | | 0 | 12,624 | 0.00% | | | |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 271 | 0.00% | | 0 | 1,520 | 0.00% | | | |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 90 | 1.11% | 10.48% | 575 | 33,343 | 1.72% | 13.02% | -0.446393 | -1.271388 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 2 | 80 | 2.50% | 15.61% | 2 | 472 | 0.42% | 6.50% | 1.268332 | -0.228909 |

| 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 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 239 | 1.26% | 11.13% | 5 | 282 | 1.77% | 13.20% | -0.44628 | -1.271319 |
| August 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 939 | 0.11% | 3.26% | 702 | 50,765 | 1.38% | 11.68% | -3.31863 | -3.017584 |
| August 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/l MSA | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 45 | 54 | 83.33% | 37.27% | -0.443129 | -1.269404 |
| August 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Business | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 58 | 64 | 90.63% | 29.15% | 0.56608 | -0.655848 |
| August 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 199 | 234 | 85.04% | 35.67% | -0.418487 | -1.254422 |
| August 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Offices | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -2.998333 |
| August 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Offices | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| August 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Offices | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| August 2013 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Offices | LIS Trunk | Diagnostic | N/A | 0 | 2,493 | 0.00% | | | | | | | |
| August 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | ALL | Parity by Design | N/A | | | | | 8.49 | 1 | 8.49 | | | |
| August 2013 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | ISDN Primary | Parity | N/A | 9 | 1 | 9.00 | 0.00 | | | | | | |
| August 2013 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 2 | 1 | 2.00 | 0.00 | 1,054 | 24 | 43.92 | 76.94 | -0.533822 | -1.324541 |
| August 2013 | Ordering and Provisioning | OP-15B | Pending Orders Delayed for Facilities | ISDN Primary | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-15B | Pending Orders Delayed for Facilities | Residence | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 278 | 278 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 278 | 278 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-2 | Calls Answered w/ 20 seconds - IPC | | Parity | N/A | 3,958 | 4,240 | 93.35% | 24.92% | 330,980 | 1,131,805 | 29.24% | 45.49% | | |
| August 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 121 | 127 | 95.28% | 21.22% | -0.312468 | -1.189967 |
| August 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 32 | 34 | 94.12% | 23.53% | -0.246403 | -1.149802 |
| August 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 158 | 161 | 98.14% | 13.52% | -0.193672 | -1.117744 |
| August 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 85 | 85 | 100.00% | 0.00% | | |
| August 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | PBX | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Business | Parity | N/A | 3 | 1 | 3.00 | 0.00 | 105 | 23 | 4.57 | 5.15 | -0.297486 | -1.180859 |
| August 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | PBX | Parity | N/A | 5 | 1 | 5.00 | 0.00 | | | | | | |
| August 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 13 | 3 | 4.33 | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 85 | 90 | 94.44% | 22.91% | 1.506776 | -0.083945 |
| August 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | PBX | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 345 | 373 | 92.49% | 26.35% | -0.844527 | -1.513436 |
| August 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Business | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5B | New Service Quality | PBX | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 9 | 9 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop - DS1 Capable | Benchmark | 96.50% | 3 | 3 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5R | New Service Quality Multiple Report Rate | Business | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Business | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | PBX | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 9 | 9 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| August 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 274 | 274 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2133.02 | 16,616 | 0.13 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 17854.55 | 6,443 | 2.77 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 19987.57 | 16,616 | 1.20 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 347.46 | 2,847 | 0.12 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 5666.97 | 2,847 | 1.99 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 196.65 | 1,594 | 0.12 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 3642.54 | 865 | 4.21 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 3839.19 | 1,594 | 2.41 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 405.53 | 3,293 | 0.12 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 25443.43 | 2,564 | 9.92 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 25848.96 | 3,293 | 7.85 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 627.01 | 5,307 | 0.12 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 15648.93 | 11,820 | 1.32 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 16275.94 | 5,307 | 3.07 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 177.17 | 1,407 | 0.13 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 4616.49 | 954 | 4.84 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 4793.66 | 1,407 | 3.41 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 491.11 | 4,207 | 0.12 | | | | | | | |

| 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 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 11629.01 | 7,388 | 1.57 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 12120.12 | 4,207 | 2.88 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 919.11 | 1,525 | 0.60 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 310.64 | 2,470 | 0.13 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 4657.12 | 1,526 | 3.05 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 5886.87 | 2,470 | 2.38 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 278.67 | 2,221 | 0.13 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 28695.16 | 1,807 | 15.88 | | | | | | | |
| August 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 28973.83 | 2,221 | 13.05 | | | | | | | |
| August 2013 | Pre-Ordering | PO-15 | Number of Due Date Changes per Order | All | Parity | N/A | 1 | 62 | 0.02 | 0.13 | 49 | 1,749 | 0.03 | 0.18 | -0.498025 | -1.302778 |
| August 2013 | Pre-Ordering | PO-16 | Timely Release Notifications | | Benchmark | 92.50% | 0 | 0 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 9 | 9 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 90 | 110 | 81.82% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 36 | 73 | 49.32% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 25 | 26 | 96.15% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 90 | 92 | 97.83% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 36 | 36 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 25 | 25 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 20:39 | 13 | 1:35 | | | | | | | |
| August 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:761:51 | 8,888 | 00:0:05 | | | | | | | |
| August 2013 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Benchmark | 24:00 | 15:21 | 1 | 15:21 | | | | | | | |
| August 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 614 | 19,832 | 3.10% | | | | | | | |
| August 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 8,888 | 19,832 | 44.82% | | | | | | | |
| August 2013 | Pre-Ordering | PO-4C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 29 | 29 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 33 | 33 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 23 | 23 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 87 | 87 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 22 | 22 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 15 | 15 | 100.00% | | | | | | | |
| August 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 12:18 | 153 | 0:05 | | | | | | | |
| August 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 153 | 155 | 98.71% | 11.29% | 9,985 | 10,064 | 99.22% | 8.83% | 0.389066 | -0.763465 |
| August 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 13 | 7.69% | 26.65% | -1.465234 | -1.890799 |
| July 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,447 | 7,222 | 1.03 | 0.55 | 182,604 | 56,886 | 3.21 | 5.11 | -34.135176 | -21.752714 |
| July 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 848,244 | 848,244 | 100.00% | | | | | | | |
| July 2013 | Billing | BI-1C-1 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 12 | 12 | 1.00 | 0.00 | 182,604 | 56,886 | 3.21 | 5.11 | -1.498089 | -1.910773 |
| July 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,435 | 7,210 | 1.03 | 0.55 | 182,604 | 56,886 | 3.21 | 5.11 | -34.109186 | -21.736913 |
| July 2013 | Billing | BI-2 | All | All | Parity by Design | N/A | 190 | 190 | 100.00% | | | | | | | |
| July 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 154,261 | 154,261 | 100.00% | | | | | | | |
| July 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 1,946 | 1,946 | 100.00% | | | | | | | |
| July 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 361 | 361 | 100.00% | 0.00% | 6,273 | 6,308 | 99.45% | 7.43% | -1.380274 | -1.839147 |
| July 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 1,946 | 1,946 | 100.00% | | | | | | | |
| July 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 3:50 | 2,115 | 0:00 | | | | | | | |
| July 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 3,839,805 | 3,724,831 | 1.03 | | | | | | | |
| July 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1411.46 | 8,654 | 0.16 | | | | | | | |
| July 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 8,205 | 8,359 | 98.16% | | | | | | | |
| July 2013 | Directory Assistance | DA-1 | Speed of Answer - Directory Assistance | ALL | Parity by Design | N/A | | | | | 8.71 | 1 | 8.71 | | | |
| July 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 86,400 | 86,400 | 100.00% | | | | | | | |
| July 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 22,860 | 22,860 | 100.00% | | | | | | | |
| July 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 84,360 | 84,360 | 100.00% | | | | | | | |
| July 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| July 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 2 | 4 | 50.00% | 50.00% | 82 | 221 | 37.10% | 48.31% | 0.053309 | -0.967591 |
| July 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 2 | 5 | 40.00% | 48.99% | 339 | 1,051 | 32.25% | 46.75% | -0.046742 | -1.028417 |
| July 2013 | Maintenance and Repair | MR-2 | Calls Answered w/i 20 seconds - IRC | All | Parity | N/A | 5,936 | 7,002 | 84.78% | 35.93% | 177,602 | 231,273 | 76.79% | 42.22% | -15.588602 | -10.477197 |
| July 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 3 | 4 | 75.00% | 43.30% | 128 | 241 | 53.11% | 49.90% | -0.870029 | -1.52894 |
| July 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 40 | 50 | 80.00% | 40.00% | -0.495074 | -1.300983 |
| July 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 212 | 277 | 76.53% | 42.38% | -0.552721 | -1.336031 |

| 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 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 250 | 331 | 75.53% | 42.99% | -0.568352 | -1.345534 |
| July 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 4 | 5 | 80.00% | 40.00% | 656 | 818 | 80.20% | 39.85% | -0.438028 | -1.266302 |
| July 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | DS0 | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 10 | 11 | 90.91% | 28.75% | 0.539208 | -0.672185 |
| July 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 4 | 75.00% | 43.30% | 6 | 7 | 85.71% | 34.99% | -0.601418 | -2.365636 |
| July 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Business | Parity | N/A | 22:58 | 1 | 22.58 | 0.00 | 1705:35 | 50 | 34.07 | 25:36 | -0.862256 | -2.524214 |
| July 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 23:00 | 1 | 23.00 | 0.00 | 9515:01 | 277 | 34:21 | 24:10 | -0.468668 | -1.28493 |
| July 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 25:44 | 1 | 25.44 | 0.00 | 11465:27 | 331 | 34:38 | 38:04 | -0.233544 | -1.141985 |
| July 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | DS0 | Parity | N/A | 6:50 | 2 | 3.25 | 1.52 | 16:39 | 11 | 1:31 | 1:37 | 1.237235 | -0.247815 |
| July 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS0 | Parity | N/A | 6:50 | 2 | 3:25 | 1.52 | 14:43 | 7 | 2:06 | 1:48 | 0.735558 | -0.552813 |
| July 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 9:21 | 4 | 2.20 | 1.54 | 19:06 | 7 | 2:44 | 2:10 | -0.28893 | -1.175657 |
| July 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 93:52 | 5 | 18.46 | 19:27 | 24244:51 | 779 | 31:07 | 31:01 | -0.887287 | -1.539432 |
| July 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 7 | 54 | 12.96% | 33.59% | -0.535942 | -1.32583 |
| July 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 47 | 292 | 16.10% | 36.75% | -0.437244 | -1.265825 |
| July 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 56 | 337 | 16.62% | 37.22% | -0.629464 | -1.382687 |
| July 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS0 | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 11 | 9.09% | 28.75% | -0.411377 | -1.250099 |
| July 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 4 | 25.00% | 43.30% | 1 | 7 | 14.29% | 34.99% | -0.300709 | -1.182818 |
| July 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 5 | 20.00% | 40.00% | | | | | | |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 540 | 0.00% | | | |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 2 | 353 | 0.57% | 7.51% | 139 | 17,448 | 0.80% | 8.89% | -0.481416 | -1.29268 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 2 | 0.00% | | 24 | 13,875 | 0.17% | 4.16% | -0.058864 | -1.035787 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 0 | 246 | 0.00% | | | |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 42 | 0.00% | | 7 | 287 | 2.44% | 15.43% | -0.957057 | -1.581849 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,242 | 0.00% | | 2 | 12,720 | 0.02% | 1.25% | -0.917479 | -1.557788 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 269 | 0.00% | | 1 | 1,580 | 0.06% | 2.51% | -0.381544 | -1.231963 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 3 | 81 | 3.70% | 18.89% | 712 | 33,597 | 2.12% | 14.40% | 0.683746 | -0.584312 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 82 | 0.00% | | 0 | 481 | 0.00% | | | |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 238 | 1.68% | 12.85% | 7 | 287 | 2.44% | 15.43% | -0.560757 | -1.340916 |
| July 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 5 | 974 | 0.51% | 7.15% | 851 | 51,045 | 1.67% | 12.80% | -2.78594 | -2.693731 |
| July 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 43 | 54 | 79.63% | 40.28% | -0.702393 | -1.427024 |
| July 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 232 | 292 | 79.45% | 40.41% | -0.507679 | -1.308647 |
| July 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 282 | 337 | 83.68% | 36.96% | -0.622712 | -1.378582 |
| July 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -2.998333 |
| July 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| July 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| July 2013 | 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 2013 | Operator Services | OS-1 | Speed of Answer - Operator Services | ALL | Parity by Design | N/A | | | | | 8.25 | 1 | 8.25 | | | |
| July 2013 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | LIS Trunk | Parity | N/A | 1 | 1 | 1.00 | 0.00 | | | | | | |
| July 2013 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 40 | 1 | 40.00 | 0.00 | 756 | 15 | 50.40 | 84.87 | -0.118652 | -1.072135 |
| July 2013 | Ordering and Provisioning | OP-15B | Pending Orders Delayed for Facilities | LIS Trunk | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-15B | Pending Orders Delayed for Facilities | Residence | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 318 | 318 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 318 | 318 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-2 | All | | Parity | N/A | 4,161 | 4,576 | 90.93% | 28.72% | 658,295 | 919,860 | 71.56% | 45.11% | | |
| July 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 30 | 32 | 93.75% | 24.21% | -0.254257 | -1.154577 |
| July 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 172 | 180 | 95.56% | 20.61% | -0.426617 | -1.259365 |
| July 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 133 | 139 | 95.68% | 20.32% | -0.298238 | -1.181316 |
| July 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 77 | 77 | 100.00% | 0.00% | | |
| July 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| July 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | | | | | | |
| July 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Business | Parity | N/A | 3 | 1 | 3.00 | 0.00 | 102 | 24 | 4.25 | 2.57 | -0.475636 | -1.289166 |
| July 2013 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 25 | 2 | 12.50 | 3.54 | 732 | 122 | 6.00 | 5.55 | 1.546433 | -0.059835 |
| July 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 8 | 2 | 4.00 | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 5 | 1 | 5.00 | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 96 | 102 | 94.12% | 23.53% | -0.248783 | -1.15125 |
| July 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| July 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 10 | 12 | 83.33% | 37.27% | 357 | 397 | 89.92% | 30.10% | 0.374328 | -0.772425 |
| July 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 4 | 100.00% | 0.00% | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Business | Benchmark | 96.50% | 1 | 1 | 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 |
|-----------|---------------------------|--------------|--|---------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| July 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 12 | 12 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop - DS1 Capable | Benchmark | 96.50% | 4 | 4 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5R | New Service Quality Multiple Report Rate | Residence | Diagnostic | N/A | 0 | 2 | 0.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Business | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 10 | 12 | 83.33% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 312 | 312 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2585.38 | 20,240 | 0.13 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 20579.95 | 8,044 | 2.56 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 23165.33 | 20,240 | 1.14 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 464.02 | 3,562 | 0.13 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 6839.22 | 3,562 | 1.92 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 265.39 | 2,132 | 0.12 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 5052.88 | 1,250 | 4.04 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 5318.27 | 2,132 | 2.49 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 509.97 | 4,150 | 0.12 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 30873.95 | 3,293 | 9.38 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 31383.92 | 4,150 | 7.56 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 808.31 | 6,693 | 0.12 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 17317.15 | 15,018 | 1.15 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 18125.46 | 6,693 | 2.71 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 222.67 | 1,725 | 0.13 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 5825.00 | 1,187 | 4.91 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 6047.67 | 1,725 | 3.51 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 622.04 | 5,223 | 0.12 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 14137.46 | 9,210 | 1.54 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 14759.50 | 5,223 | 2.83 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1438.16 | 1,890 | 0.76 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 381.88 | 2,988 | 0.13 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 6640.69 | 1,890 | 3.51 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 8460.73 | 2,988 | 2.83 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 341.11 | 2,737 | 0.12 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 16866.36 | 2,037 | 8.28 | | | | | | | |
| July 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 17207.47 | 2,737 | 6.29 | | | | | | | |
| July 2013 | Pre-Ordering | PO-15 | All | All | Parity | N/A | 4 | 68 | 0.06 | 0.24 | 47 | 1,550 | 0.03 | 0.18 | 0.915365 | -0.443498 |
| July 2013 | Pre-Ordering | PO-16 | All | All | Benchmark | 92.50% | 0 | 0 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 65 | 92 | 70.65% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 37 | 69 | 53.62% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 8 | 9 | 88.89% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | LNP | Benchmark | 95.00% | 65 | 65 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 37 | 37 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-2B-1 | Electronic Flow-through | Unbundled Loop Aggregate | Benchmark | 85.00% | 8 | 8 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 20:39 | 8 | 2:35 | | | | | | | |
| July 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:782:54 | 8,930 | 00:0:05 | | | | | | | |
| July 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 818 | 22,288 | 3.67% | | | | | | | |
| July 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 8,930 | 22,288 | 40.07% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 8 | 8 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5A-1(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 31 | 31 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5A-1(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 5 | 5 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5A-1(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 63 | 63 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5B-1(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 10 | 10 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5B-1(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5B-1(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 24 | 24 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 4 | 4 | 100.00% | | | | | | | |
| July 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 8:33 | 142 | 0:04 | | | | | | | |
| July 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 134 | 135 | 99.26% | 8.57% | 10,409 | 10,483 | 99.29% | 8.37% | -0.300963 | -1.182973 |

| 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 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 21 | 4.76% | 21.30% | -1.690622 | -2.027825 |
| June 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,072 | 6,805 | 1.04 | 0.66 | 115,910 | 45,279 | 2.56 | 3.39 | -34.536583 | -21.996752 |
| June 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 747,831 | 747,831 | 100.00% | | | | | | | |
| June 2013 | Billing | BI-1C-1 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 60 | 66 | 0.91 | 0.29 | 115,910 | 45,279 | 2.56 | 3.39 | -3.957201 | -3.405808 |
| June 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 7,012 | 6,739 | 1.04 | 0.66 | 115,910 | 45,279 | 2.56 | 3.39 | -34.361665 | -21.890409 |
| June 2013 | Billing | BI-2 | All | All | Parity by Design | N/A | 162 | 162 | 100.00% | | | | | | | |
| June 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 155,643 | 155,643 | 100.00% | | | | | | | |
| June 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 2,403 | 2,403 | 100.00% | | | | | | | |
| June 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 387 | 387 | 100.00% | 0.00% | 6,289 | 6,316 | 99.57% | 6.52% | -1.251218 | -1.760687 |
| June 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 2,035 | 2,035 | 100.00% | | | | | | | |
| June 2013 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 3:24 | 1,904 | 0:00 | | | | | | | |
| June 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 4,096,058 | 3,996,355 | 1.02 | | | | | | | |
| June 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1278.85 | 7,788 | 0.16 | | | | | | | |
| June 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 7,534 | 7,641 | 98.60% | | | | | | | |
| June 2013 | Directory Assistance | DA-1 | All | All | Parity by Design | N/A | | | | | 9.18 | 1 | 9.18 | | | |
| June 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 28,788 | 28,800 | 99.96% | | | | | | | |
| June 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 28,800 | 28,800 | 100.00% | | | | | | | |
| June 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 82,371 | 82,800 | 99.48% | | | | | | | |
| June 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 20,700 | 20,700 | 100.00% | | | | | | | |
| June 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 80,017 | 80,250 | 99.71% | | | | | | | |
| June 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| June 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 50 | 159 | 31.45% | 46.43% | -0.086712 | -1.052717 |
| June 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | 0 | -1 |
| June 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | PBX | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| June 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 1 | 5 | 20.00% | 40.00% | 198 | 770 | 25.71% | 43.71% | -0.291408 | -1.177164 |
| June 2013 | Maintenance and Repair | MR-2 | Calls Answered w/ 20 seconds - IRC | All | Parity | N/A | 5,800 | 6,808 | 85.19% | 35.52% | 156,500 | 200,343 | 78.12% | 41.35% | -13.890635 | -9.444906 |
| June 2013 | Maintenance and Repair | MR-3A | Dispatches within MSAs | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 18 | 24 | 75.00% | 43.30% | -0.645658 | |
| June 2013 | Maintenance and Repair | MR-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 69 | 103 | 66.99% | 47.02% | -0.698581 | -1.424707 |
| June 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 147 | 245 | 60.00% | 48.99% | -1.152638 | -1.700754 |
| June 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 38 | 42 | 90.48% | 29.35% | -0.320648 | -1.19494 |
| June 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 200 | 247 | 80.97% | 39.25% | -0.682807 | -1.415117 |
| June 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 227 | 284 | 79.93% | 40.05% | -0.50022 | -1.304112 |
| June 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 544 | 659 | 82.55% | 37.95% | -1.121133 | -1.6816 |
| June 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | DS0 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 13 | 14 | 92.86% | 25.75% | 1.110772 | -0.324699 |
| June 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 6 | 6 | 100.00% | 0.00% | | |
| June 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Business | Parity | N/A | 24:25 | 1 | 24:25 | 0:00 | 993:53 | 42 | 23:40 | 22:06 | 0.401269 | -1.756046 |
| June 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 73:00 | 2 | 36:30 | 15:52 | 7919:08 | 247 | 32:04 | 23:30 | 0.445443 | -0.72919 |
| June 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 23:32 | 1 | 23:32 | 0:00 | 9165:15 | 284 | 32:16 | 33:02 | -0.264142 | -1.160587 |
| June 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | DS0 | Parity | N/A | 10:25 | 1 | 10:25 | 0:00 | 42:38 | 14 | 3:03 | 5:46 | 1.210727 | -0.26393 |
| June 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS0 | Parity | N/A | 10:25 | 1 | 10:25 | 0:00 | 42:06 | 10 | 4:13 | 6:32 | 1.058122 | -0.356708 |
| June 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 15:04 | 8 | 1:53 | 1:24 | 11:05 | 5 | 2:13 | 0:53 | -0.660694 | -1.401673 |
| June 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 73:39 | 6 | 12:16 | 14:20 | 19522:58 | 644 | 30:19 | 28:02 | -1.568755 | -1.953735 |
| June 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 7 | 46 | 15.22% | 35.92% | -0.419128 | -1.254812 |
| June 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 26 | 256 | 10.16% | 30.21% | -0.578967 | -1.351987 |
| June 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 48 | 288 | 16.67% | 37.27% | -0.446439 | -1.271416 |
| June 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS0 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 3 | 14 | 21.43% | 41.03% | -0.504525 | -1.306729 |
| June 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 9 | 22.22% | 41.57% | 1 | 6 | 16.67% | 37.27% | -0.410664 | -1.249666 |
| June 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 6 | 16.67% | 37.27% | 91 | 681 | 13.36% | 34.03% | -0.200316 | -1.121783 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 533 | 0.00% | | | |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 1 | 354 | 0.28% | 5.31% | 109 | 17,551 | 0.62% | 7.86% | -0.802774 | -1.488052 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 2 | 0.00% | | 23 | 13,942 | 0.16% | 4.06% | -0.057484 | -1.034948 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 0 | 18 | 0.00% | | 1 | 262 | 0.38% | 6.17% | -0.254032 | -1.15444 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 44 | 0.00% | | 6 | 287 | 2.09% | 14.31% | -0.902559 | -1.548717 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,098 | 0.00% | | 0 | 12,768 | 0.00% | | | |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 271 | 0.00% | | 0 | 1,581 | 0.00% | | | |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 4 | 81 | 4.94% | 21.67% | 572 | 33,905 | 1.69% | 12.88% | 1.654891 | 0.006102 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 82 | 0.00% | | 0 | 474 | 0.00% | | | |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 9 | 237 | 3.80% | 19.11% | 6 | 287 | 2.09% | 14.31% | 0.903406 | -0.450768 |
| June 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 6 | 991 | 0.61% | 7.76% | 681 | 51,456 | 1.32% | 11.43% | -1.959131 | -2.191067 |

| 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 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 40 | 46 | 86.96% | 33.68% | -0.383156 | -1.232942 |
| June 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/I MSA | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 230 | 256 | 89.84% | 30.21% | -0.578967 | -1.351987 |
| June 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 248 | 288 | 86.11% | 34.58% | -0.400914 | -1.243739 |
| June 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,296 | 0.00% | 0.00% | | | | | | -3 |
| June 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.01% | | | | | | -2.995379 |
| June 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,296 | 0.00% | | | | | | | |
| June 2013 | 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% | | | | | | | |
| June 2013 | Operator Services | OS-1 | All | | Parity by Design | N/A | | | | | 8.60 | 1 | 8.60 | | | |
| June 2013 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 14 | 1 | 14.00 | 0.00 | 694 | 13 | 53.38 | 80.84 | -0.469447 | -1.285403 |
| June 2013 | Ordering and Provisioning | OP-15B | Pending Orders Delayed for Facilities | Residence | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 202 | 202 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 202 | 202 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-2 | All | | Parity | N/A | 4,118 | 4,395 | 93.70% | 24.30% | 658,295 | 929,035 | 70.86% | 45.44% | | |
| June 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 46 | 49 | 93.88% | 23.97% | 1.405072 | -0.145777 |
| June 2013 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 161 | 165 | 97.58% | 15.38% | 1.358453 | -0.174119 |
| June 2013 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 92 | 99 | 92.93% | 25.63% | -0.386213 | -1.234801 |
| June 2013 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 96 | 96 | 100.00% | 0.00% | | |
| June 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| June 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | | | | | | |
| June 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 7 | 7 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 8 | 1 | 8.00 | 0.00 | 306 | 71 | 4.31 | 3.34 | 0.827418 | -0.496965 |
| June 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | ISDN Primary | Parity | N/A | 18 | 2 | 9.00 | 0.00 | 25 | 3 | 8.33 | 0.58 | -0.052664 | -1.032017 |
| June 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Benchmark | 5.50 | 18 | 3 | 6.00 | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 35 | 7 | 5.00 | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 81 | 88 | 92.05% | 27.06% | -0.292316 | -1.177716 |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | ISDN Primary | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 325 | 361 | 90.03% | 29.96% | -0.808548 | -1.491562 |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 311 | 343 | 90.67% | 29.08% | -0.84015 | -1.510775 |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Business | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Enhanced Extended Loops - DS1 Capable | Benchmark | 96.50% | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | ISDN Primary | Benchmark | 96.50% | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Residence | Benchmark | 96.50% | 6 | 6 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop - DS1 Capable | Benchmark | 96.50% | 3 | 3 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 7 | 7 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Business | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Enhanced Extended Loops - DS1 Capable | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | ISDN Primary | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Residence | Diagnostic | N/A | 6 | 6 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop - DS1 Capable | Diagnostic | N/A | 3 | 3 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 7 | 7 | 100.00% | | | | | | | |
| June 2013 | Ordering and Provisioning | OP-6B-1 | Dispatches within MSAs | Business | Parity | N/A | 2 | 1 | 2.00 | 0.00 | 7 | 1 | 7.00 | 0.00 | | |
| June 2013 | Ordering and Provisioning | OP-6B-1 | Dispatches within MSAs | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | | | | | | |
| June 2013 | Ordering and Provisioning | OP-6B-5 | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 1 | 3.00 | 0.00 | | | | | | |
| June 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 201 | 201 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 768.36 | 6,403 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 15239.14 | 6,403 | 2.38 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 16007.50 | 6,403 | 2.50 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 267.00 | 2,225 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 4939.50 | 2,225 | 2.22 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 4920.00 | 1,200 | 4.10 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 417.48 | 3,479 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 32076.38 | 3,479 | 9.22 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 32493.86 | 3,479 | 9.34 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 676.80 | 5,640 | 0.12 | | | | | | | |

| 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 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 7162.80 | 5,640 | 1.27 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1578.61 | 1,397 | 1.13 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 6705.60 | 1,397 | 4.80 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 8284.21 | 1,397 | 5.93 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 524.76 | 4,373 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 6646.96 | 4,373 | 1.52 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 7171.72 | 4,373 | 1.64 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1535.16 | 2,326 | 0.66 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 279.12 | 2,326 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 8536.42 | 2,326 | 3.67 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 10350.70 | 2,326 | 4.45 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 242.76 | 2,023 | 0.12 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 11409.72 | 2,023 | 5.64 | | | | | | | |
| June 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 11652.48 | 2,023 | 5.76 | | | | | | | |
| June 2013 | Pre-Ordering | PO-15 | All | All | Parity | N/A | 4 | 54 | 0.07 | 0.33 | 49 | 1,330 | 0.04 | 0.23 | 1.226528 | -0.254324 |
| June 2013 | Pre-Ordering | PO-16 | All | All | Benchmark | 92.50% | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 7 | 7 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 86 | 112 | 76.79% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 42 | 58 | 72.41% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 5 | 10 | 50.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | LNP | Benchmark | 95.00% | 86 | 87 | 98.85% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 42 | 42 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | Unbundled Loop Aggregate | Benchmark | 85.00% | 5 | 5 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 15:31 | 16 | 0.58 | | | | | | | |
| June 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:744:25 | 8,241 | 00:0:05 | | | | | | | |
| June 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 759 | 20,323 | 3.73% | | | | | | | |
| June 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 8,241 | 20,323 | 40.55% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5A-(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop Aggregate | Benchmark | 95.00% | 7 | 7 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5A-1(a) | FOCs provided for Resale services and UNE-P | Resale Aggregate | Benchmark | 95.00% | 41 | 41 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5A-1(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop Aggregate | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5A-1(c) | FOCs provided for LNP | LNP | Benchmark | 95.00% | 83 | 83 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5B-1(a) | FOCs provided for Resale services and UNE-P | Resale Aggregate | Benchmark | 90.00% | 11 | 11 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5B-1(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 9 | 9 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5B-1(c) | FOCs provided for LNP | LNP | Benchmark | 90.00% | 24 | 24 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 6 | 6 | 100.00% | | | | | | | |
| June 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 8:37 | 145 | 0.04 | | | | | | | |
| June 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 134 | 134 | 100.00% | 0.00% | 8,594 | 8,677 | 99.04% | 9.73% | -1.128927 | -1.686339 |
| June 2013 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 1 | 17 | 5.88% | 23.53% | -1.036433 | -1.630107 |
| June 2013 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 17 | 5.88% | 23.53% | -1.593219 | -1.968608 |
| May 2013 | Billing | BI-1A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 8,058 | 7,527 | 1.07 | 0.77 | 134,590 | 49,673 | 2.71 | 3.29 | -40.29326 | -25.496563 |
| May 2013 | Billing | BI-1B | Jointly-provided Switched Access | Jointly-provided Switched Access | Benchmark | 95.00% | 804,145 | 853,799 | 94.18% | | | | | | | |
| May 2013 | Billing | BI-1C-1 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 45 | 38 | 1.18 | 1.31 | 134,590 | 49,673 | 2.71 | 3.29 | -2.858057 | -2.737575 |
| May 2013 | Billing | BI-1C-2 | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 8,013 | 7,489 | 1.07 | 0.77 | 134,590 | 49,673 | 2.71 | 3.29 | -40.218926 | -25.451371 |
| May 2013 | Billing | BI-2 | All | All | Parity by Design | N/A | 171 | 171 | 100.00% | | | | | | | |
| May 2013 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Benchmark | 98.00% | 136,130 | 136,130 | 100.00% | | | | | | | |
| May 2013 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Benchmark | 95.00% | 2,492 | 2,492 | 100.00% | | | | | | | |
| May 2013 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 344 | 345 | 99.71% | 5.38% | 6,073 | 6,108 | 99.43% | 7.55% | -0.677922 | -1.412147 |
| May 2013 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Benchmark | 95.00% | 2,111 | 2,111 | 100.00% | | | | | | | |
| May 2013 | Database Updates | DB-1A | All | E911 | Parity by Design | N/A | 4:46 | 2,019 | 0:00 | | | | | | | |
| May 2013 | Database Updates | DB-1B | All | LIDB | Parity by Design | N/A | 3,857,145 | 3,750,589 | 1.03 | | | | | | | |
| May 2013 | Database Updates | DB-1C-1 | All | Directory Listing | Parity by Design | N/A | 1368.41 | 8,572 | 0.16 | | | | | | | |
| May 2013 | Database Updates | DB-2C-1 | All | Directory Listing | Parity by Design | N/A | 7,998 | 8,085 | 98.92% | | | | | | | |
| May 2013 | Directory Assistance | DA-1 | All | All | Parity by Design | N/A | | | | | 9.15 | 1 | 9.15 | | | |
| May 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | All | Benchmark | 99.25% | 29,160 | 29,160 | 100.00% | | | | | | | |
| May 2013 | Electronic Gateway Availability | GA-1 | Gateway Availability - IMA-GUI | SIA | Benchmark | 99.25% | 30,600 | 30,600 | 100.00% | | | | | | | |
| May 2013 | Electronic Gateway Availability | GA-3 | All | ALL | Benchmark | 99.25% | 86,400 | 86,400 | 100.00% | | | | | | | |
| May 2013 | Electronic Gateway Availability | GA-4 | System Availability - EXACT | ALL | Benchmark | 99.25% | 22,860 | 22,860 | 100.00% | | | | | | | |
| May 2013 | Electronic Gateway Availability | GA-6 | Gateway Availability - GUI - Repair | ALL | Benchmark | 99.25% | 84,360 | 84,360 | 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 2013 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Benchmark | 95.00% | 0 | 0 | | | | | | | | |
| May 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 53 | 177 | 29.94% | 45.80% | -0.919395 | -1.558953 |
| May 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Centrex 21 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2013 | Maintenance and Repair | MR-10 | Customer and Non-CTLQ Related Trouble Reports | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 184 | 870 | 21.15% | 40.84% | -0.517604 | -1.314681 |
| May 2013 | Maintenance and Repair | MR-2 | Calls Answered w/i 20 seconds - IRC | All | Parity | N/A | 5,543 | 6,760 | 82.00% | 38.42% | 144,685 | 204,025 | 70.92% | 45.42% | -19.737854 | -12.999763 |
| May 2013 | Maintenance and Repair | MR-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 160 | 283 | 56.54% | 49.57% | -2.125262 | -2.292068 |
| May 2013 | Maintenance and Repair | MR-4A | Dispatches within MSAs | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 66 | 68 | 97.06% | 16.90% | -0.242641 | -1.147515 |
| May 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2013 | Maintenance and Repair | MR-4B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 221 | 265 | 83.40% | 37.21% | -0.445361 | -1.27076 |
| May 2013 | Maintenance and Repair | MR-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 699 | 794 | 88.04% | 32.45% | -0.89963 | -1.546936 |
| May 2013 | 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% | 5 | 6 | 83.33% | 37.27% | -1.095446 | -2.665984 |
| May 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | ISDN Primary | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 4 | 4 | 100.00% | 0.00% | 0.430727 | -0.738136 |
| May 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.861454 | -2.523728 |
| May 2013 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 7 | 8 | 87.50% | 33.07% | 5 | 6 | 83.33% | 37.27% | -0.41404 | -2.251718 |
| May 2013 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Business | Parity | N/A | 34:23 | 2 | 17:11 | 17:13 | 1706:37 | 68 | 25:06 | 13:30 | -1.632402 | -2.99243 |
| May 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Centrex 21 | Parity | N/A | 25:12 | 1 | 25:12 | 0:00 | | | | | | |
| May 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 20:07 | 1 | 20:07 | 0:00 | 7139:50 | 265 | 26:57 | 23:46 | -0.286769 | -1.174343 |
| May 2013 | Maintenance and Repair | MR-6B | Mean Time to Restore-Disp out MSA | Centrex 21 | Parity | N/A | 25:12 | 1 | 25:12 | 0:00 | | | | | | |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore - Zone 2 | ISDN Primary | Parity | N/A | 9:08 | 2 | 4:34 | 5:32 | 11:12 | 4 | 2:48 | 1:25 | 0.217267 | -0.867911 |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 4:32 | 2 | 2:16 | 1:33 | 30:16 | 4 | 7:34 | 9:57 | -0.614715 | -1.37372 |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | ISDN Primary | Parity | N/A | 9:08 | 2 | 4:34 | 5:32 | 11:12 | 4 | 2:48 | 1:25 | 0.305481 | -0.814281 |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 9:33 | 1 | 9:33 | 0:00 | 9:56 | 2 | 4:58 | 4:13 | 0.621912 | -0.621905 |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 18:59 | 8 | 2:22 | 2:00 | 30:16 | 4 | 7:34 | 9:57 | -0.851911 | -1.517925 |
| May 2013 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 58:11 | 6 | 9:42 | 4:18 | 20635:02 | 768 | 26:52 | 22:02 | -1.902193 | -2.156451 |
| May 2013 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Business | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 5 | 71 | 7.04% | 25.59% | -0.38388 | -1.233383 |
| May 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Centrex 21 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2013 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 31 | 269 | 11.52% | 31.93% | -0.621648 | -1.377935 |
| May 2013 | 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% | 1 | 6 | 16.67% | 37.27% | -0.547723 | -1.332992 |
| May 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | ISDN Primary | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 2 | 4 | 50.00% | 50.00% | -1.154701 | -1.702008 |
| May 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| May 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 8 | 50.00% | 50.00% | 1 | 6 | 16.67% | 37.27% | 0.713519 | -0.566211 |
| May 2013 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 1 | 6 | 16.67% | 37.27% | 108 | 810 | 13.33% | 33.99% | -0.197211 | -1.119896 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Basic Rate ISDN | Parity | N/A | 0 | 33 | 0.00% | | 0 | 541 | 0.00% | | | |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Business | Parity | N/A | 2 | 354 | 0.56% | 7.50% | 124 | 17,603 | 0.70% | 8.36% | -0.310617 | -1.188842 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex | Parity | N/A | 0 | 2 | 0.00% | | 28 | 13,993 | 0.20% | 4.47% | -0.06332 | -1.038496 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Centrex 21 | Parity | N/A | 1 | 18 | 5.56% | 22.91% | 0 | 262 | 0.00% | | 1.51976 | -0.076052 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 42 | 4.76% | 21.30% | 6 | 291 | 2.06% | 14.21% | 0.622952 | -0.621272 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,122 | 0.01% | 1.05% | 2 | 12,864 | 0.02% | 1.25% | -0.268648 | -1.163326 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | PBX | Parity | N/A | 0 | 274 | 0.00% | | 2 | 1,587 | 0.13% | 3.55% | -0.542989 | -1.330114 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 39 | 2.56% | 15.81% | 686 | 34,187 | 2.01% | 14.02% | -0.117365 | -1.071353 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 83 | 0.00% | | 0 | 482 | 0.00% | | | |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 8 | 238 | 3.36% | 18.02% | 6 | 291 | 2.06% | 14.21% | 0.656809 | -0.600689 |
| May 2013 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 6 | 988 | 0.61% | 7.77% | 810 | 51,790 | 1.56% | 12.41% | -2.400843 | -2.459609 |
| May 2013 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 52 | 71 | 73.24% | 44.27% | -0.843059 | -1.512543 |
| May 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Centrex 21 | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2013 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 246 | 269 | 91.45% | 27.96% | -0.305204 | -1.185551 |
| May 2013 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 2 | 1,296 | 0.12% | 0.49% | | | | | | |
| May 2013 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.01% | 0.03% | | | | | | |
| May 2013 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 1,296 | 0.12% | | | | | | | |
| May 2013 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,493 | 0.01% | | | | | | | |
| May 2013 | Operator Services | OS-1 | All | | Parity by Design | N/A | | | | | 8.57 | 1 | 8.57 | | | |
| May 2013 | Ordering and Provisioning | OP-17A | Timeliness of Disconnects on LNP Orders | LNP | Benchmark | 98.25% | 232 | 232 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-17B | Timeliness of Disconnects on LNP Orders | LNP | Diagnostic | N/A | 232 | 232 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-2 | All | | Parity | N/A | 4,228 | 4,450 | 95.01% | 21.77% | 852,560 | 1,007,556 | 84.62% | 36.08% | | |
| May 2013 | Ordering and Provisioning | OP-3C | No dispatches | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 22 | 22 | 100.00% | 0.00% | | |
| May 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-3E | Interval Zone Two | E911 | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2013 | Ordering and Provisioning | OP-4C | No dispatches | Business | Parity | N/A | 1 | 1 | 1.00 | 0.00 | 29 | 16 | 1.81 | 1.11 | -0.710974 | -1.432241 |
| May 2013 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 27 | 2 | 13.50 | | | | | | | |

| 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 2013 | Ordering and Provisioning | OP-4E | Interval Zone Two | E911 | Parity | N/A | 36 | 3 | 12.00 | 0.00 | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 99 | 108 | 91.67% | 27.64% | -0.300125 | -1.182463 |
| May 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | E911 | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Business | Benchmark | 96.50% | 1 | 1 | 100.00% | | 295 | 320 | 92.19% | 26.84% | -0.290657 | -1.176707 |
| May 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Enhanced Extended Loops - DS1 Capable | Benchmark | 96.50% | 3 | 3 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5B | New Service Quality | Unbundled Loop Analog | Benchmark | 96.50% | 1 | 1 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5R | New Service Quality Multiple Report Rate | Enhanced Extended Loops - DS1 Capable | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Business | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Enhanced Extended Loops - DS1 Capable | Diagnostic | N/A | 2 | 3 | 66.67% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-5T | New Service Installation Quality Total | Unbundled Loop Analog | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| May 2013 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 228 | 228 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 979.16 | 7,532 | 0.13 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 13482.28 | 7,532 | 1.79 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Benchmark | 10.00 | 14461.44 | 7,532 | 1.92 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 300.72 | 2,506 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Benchmark | 10.00 | 5137.30 | 2,506 | 2.05 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 172.32 | 1,436 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 5715.28 | 1,436 | 3.98 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Benchmark | 25.00 | 5887.60 | 1,436 | 4.10 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 388.68 | 3,239 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 28017.35 | 3,239 | 8.65 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Benchmark | 25.00 | 28406.03 | 3,239 | 8.77 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 756.72 | 6,306 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 7378.02 | 6,306 | 1.17 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Benchmark | 12.50 | 8134.74 | 6,306 | 1.29 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 137.40 | 1,145 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 5175.40 | 1,145 | 4.52 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Benchmark | 30.00 | 5312.80 | 1,145 | 4.64 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 585.36 | 4,878 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 7609.68 | 4,878 | 1.56 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Benchmark | 25.00 | 8195.04 | 4,878 | 1.68 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 1105.50 | 1,675 | 0.66 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 201.00 | 1,675 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 5427.00 | 1,675 | 3.24 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Benchmark | 10.00 | 6733.50 | 1,675 | 4.02 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 239.40 | 1,995 | 0.12 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 10892.70 | 1,995 | 5.46 | | | | | | | |
| May 2013 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Benchmark | 20.00 | 11132.10 | 1,995 | 5.58 | | | | | | | |
| May 2013 | Pre-Ordering | PO-15 | All | All | Parity | N/A | 2 | 52 | 0.04 | 0.19 | 34 | 1,286 | 0.03 | 0.18 | 0.209574 | -0.872588 |
| May 2013 | Pre-Ordering | PO-16 | All | All | Benchmark | 92.50% | 2 | 2 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Resale & UNE-P (POTS) | Benchmark | 95.00% | 6 | 6 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-20P4 | Manual Service Order Accuracy | Unbundled Loops | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | LNP | Diagnostic | N/A | 66 | 90 | 73.33% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 4 | 15 | 26.67% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2A-1 | LSRs received via IMA-GUI | Unbundled Loop Aggregate | Diagnostic | N/A | 27 | 29 | 93.10% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | LNP | Benchmark | 95.00% | 66 | 67 | 98.51% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | Resale Aggregate W/O UNE-P-POTS | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-2B-1 | All Eligible LSRs received via IMA-GUI | Unbundled Loop Aggregate | Benchmark | 85.00% | 27 | 27 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-3A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Benchmark | 12:00 | 26:02 | 19 | 1:22 | | | | | | | |
| May 2013 | Pre-Ordering | PO-3A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Benchmark | 00:0:18 | 00:749:19 | 9,624 | 00:0:05 | | | | | | | |
| May 2013 | Pre-Ordering | PO-4A-1 | LSRs received via IMA-GUI and rejected manually | Product Aggregate | Diagnostic | N/A | 750 | 21,981 | 3.41% | | | | | | | |
| May 2013 | Pre-Ordering | PO-4A-2 | LSRs received via IMA-GUI and auto-rejected | Product Aggregate | Diagnostic | N/A | 9,624 | 21,981 | 43.78% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5A-(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop Aggregate | Benchmark | 95.00% | 27 | 27 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5A-1(a) | FOCs provided for Resale services and UNE-P | Resale Aggregate | Benchmark | 95.00% | 4 | 4 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5A-1(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop Aggregate | Benchmark | 95.00% | 25 | 25 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5A-1(c) | FOCs provided for LNP | LNP | Benchmark | 95.00% | 66 | 66 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5B-1(a) | FOCs provided for Resale services and UNE-P | Resale Aggregate | Benchmark | 90.00% | 7 | 7 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-5B-1(b) | FOCs provided for UBLs and specified UNEs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 4 | 4 | 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 2013 | Pre-Ordering | PO-5B-1(c) | FOCs provided for LNP | LNP | Benchmark | 90.00% | 24 | 24 | 100.00% | | | | | | | |
| May 2013 | Pre-Ordering | PO-6A | Work Completion Notification Timeliness | All | Benchmark | 6:00 | 5:52 | 130 | 0:03 | | | | | | | |
| May 2013 | Pre-Ordering | PO-7A,C | Billing Completion Notification Timeliness | All | Parity | N/A | 160 | 160 | 100.00% | 0.00% | 9,730 | 9,838 | 98.90% | 10.42% | -1.321942 | -1.803683 |