

Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota July 2014 - July 2015

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

August 10, 2015

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	ΓL-Q Numerator CTL	-Q Denominator	CTL-Q Result CTL-	-Q Standard Deviatior 1	Nodified Z Score	Parity Score
July 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	205	206	99.51%							
July 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,029	165,029	100.00%							
July 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,081	1,081	100.00%							
July 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	386	386	100.00%	0.00%	6,486	6,514	99.57%	6.54%	-1.254248	-1.762529
July 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,081	1,081	100.00%							
July 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,437,004	4,229,477	1.05							
July 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2048.57	5.924	0.35							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.0070							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable		N/A	4	5	80.00%	40.00%	1	1	100.00%	0.00%	-0.967422	-1.588151
July 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	76:40	2	38:20	10:59	14697:24	285	51:34	57:16	-0.325715	-1.198021
July 2015 July 2015	Maintenance and Repair	MR-6B	Mean Time to Restore-disp wit MSA Mean Time to Restore disp out MSA	Residence	Parity	N/A	22:09	1	22:09	0:00	8986:21	178	50:29	53:14	-0.530776	-1.322689
		MR-6E				N/A	15:20	5	3:04	1:28	3:10	170	3:10	0:00	-0.550776	-1.322009
July 2015	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity							500			0.000045	4.54000
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:19	2	14:39	18:00	28008:18	582	48:07	52:56	-0.892645	-1.54269
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	47	0.00%		1	212	0.47%	6.85%	-0.426998	-1.259596
July 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,434	0.00%	45.400/	0	9,432	0.00%	10.4704		
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	127	2.36%	15.19%	488	26,384	1.85%	13.47%	0.204941	-0.875405
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		2	139	1.44%	11.91%	-0.820455	-1.498801
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	190	2.63%	16.01%	1	246	0.41%	6.36%	1.565151	-0.048455
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	775	0.26%	5.07%	615	41,840	1.47%	12.03%	-2.777651	-2.688692
July 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	235	294	79.93%	40.05%	1.728885	0.051088
July 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	146	183	79.78%	40.16%	-0.502043	-1.305221
July 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	1,608	0.11%	0.18%						-2.680299
July 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	-,	0.06%	0.26%						-2.807053
July 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,608	0.11%							
July 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.06%							
July 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	109	127	85.83%	34.88%	-0.891298	-1.541871
July 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	11	11	100.00%	0.00%	68	68	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	4	1	4.00	0.00	641	109	5.88	4.14	-0.452413	-1.275047
July 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	181	181	100.00%							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2079.12	17,326	0.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8531.25	13,125	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10610.37	17,326	0.61							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	951.08	3,658	0.26							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1211.45	3,658	0.33							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	350.80	1,754	0.20							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5140.08	1,298	3.96							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5490.88	1,754	3.13							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2224.95	3,423	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18402.84	3,298	5.58							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20627.79	3,423	6.03							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2515.50	6,450	0.39							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5922.50	4,738	1.25							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8438.00	6,450	1.31							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1088.62	1,378	0.79							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1364.80	853	1.60							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	-	N/A	2453.42	1,378	1.78						\longrightarrow	
				REQUEST	Diagnostic	N/A										
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)		Diagnostic		1416.42	5,246	0.27							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4457.64	10,131								
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5874.06	5,246	1.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	173.40	1,156	0.15							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	461.72	3,298	0.14							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1996.80	1,280	1.56							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2631.92	3,298	0.80							

Month	PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Sco
uly 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1459.44	4,054	0.36							
uly 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39968.82	2,097	19.06							
ıly 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	41428.26	4,054	10.22							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11946.69	6,321	1.89							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14069.04	3,782	3.72							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	51099.68	4,904	10.42							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30500.30	6,854	4.45							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	23918.35	1,249	19.15							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5736.96	1,328	4.32							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18820.80	5,228	3.60							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2387.87	2,683	0.89							
uly 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6051.70	1,658	3.65							
uly 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	143	196	72.96%							
uly 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	244	303	80.53%							
uly 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	30	34	88.24%							_
uly 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	143	144	99.31%							_
uly 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	244	244	100.00%							_
uly 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	30	30	100.00%							_
uly 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	22:11	2	11:06							_
uly 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	32:38	18	1:49							_
uly 2015 uly 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	186	186	100.00%							_
uly 2015 uly 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							_
uly 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	138	138	100.00%							-
	-	PO-5B-(a)			Benchmark	90.00%	11	11	100.00%							+
uly 2015 uly 2015	Pre-Ordering Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs	Benchmark	90.00%	- 11	5	100.00%							-
				LNP		90.00%	48	48	100.00%							-
uly 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs		Benchmark		46	40								
uly 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
uly 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
une 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	, , ,		235	235	100.00%							
une 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,517	165,517	100.00%							
une 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,070	1,070	100.00%							
une 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	515	515	100.00%	0.00%	6,096	6,114	99.71%	5.42%	6 -1.184285	5 -1.7199
une 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,070	1,070	100.00%							
une 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,046,679	3,844,546	1.05							
une 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1693.32	8,942	0.19							
une 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
une 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
une 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
une 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
une 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
une 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
une 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
une 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	1	3	33.33%	47.14%	-0.866025	-1.5265
une 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	51	128	39.84%	48.96%	6 -1.223969	9 -1.744
une 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	169:44	2	84:52	52:27	21266:42	293	72:35	65:4	1 0.409735	5 -0.7508
une 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	76:08	1	76:08	0:00	9304:12	172	54:06	56:2	1 0.609791	1 -0.6292
une 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	1:37	1	1:37	0:00	19:22	. 3	6:27	5:12	2 -0.805023	3 -1.4894
une 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:09	3	2:43	2:21	19:22	3	6:27	5:12	2 -0.879671	1 -1.5348
une 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	41:45	2	20:52	0:45	42257:53	597	70:47	157:39	9 -0.446955	5 -1.2717
ıne 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	63	303	20.79%	40.58%	6 -0.722189	9 -1.439
ine 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	174	13.79%			
ine 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%			
ine 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	3	0.00%			
une 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	112	-				5 -1.4018
une 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	46	0.00%	5.5076	3	213				
ine 2015 ine 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,386	0.00%		0		0.00%		0.70014	1.4403
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	110	2.73%	16.29%	485		1.82%		6 0.453866	6 -0.7240
	mantenance and Repail	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%	10.29%	460		0.00%		0.403000	-0.7240
	Maintenance and Donoir			TOTIDUTIQUEU LOOD - Z WITE INOTI-LONGED	ii.qiitv	11/M	0	69	0.00%		U	131	0.00%			
une 2015 une 2015 une 2015	Maintenance and Repair Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	^	190	1.58%	12.47%	3	247	1.21%		6 -0.070038	8 -1.042

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	TL-Q Numerator CTL	-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior I	Modified Z Score	Parity Score
June 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	248	303	81.85%	38.54%	-0.663807	-1.403566
June 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	152	174	87.36%	33.23%	-0.379354	-1.230631
June 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,608	0.02%	0.05%						-2.953433
June 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						4
June 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,608	0.02%							
June 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
June 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	5	80.00%	40.00%	123	144	85.42%	35.29%	-0.139432	-1.084769
June 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	61	62	98.39%	12.60%	-0.216588	-1.131676
June 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	10	10	100.00%	0.00%	75	75	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17	18	94.44%	22.91%	264	282	93.62%	24.44%	-0.139232	-1.084647
June 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	165	165	100.00%							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	6,403	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9643.20		0.82							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10411.56		1.63							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	709.50		0.22							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	945.75		0.29							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler)	REQUEST	Diagnostic	N/A	144.00		0.12							
June 2015	-	PO-1-IMA GUI		RESPONSE		N/A	4776.00		3.98							
	Pre-Ordering		Pre-Order Response Times (Facility Assignment)		Diagnostic	N/A			4.10							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic		4920.00									
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1704.71		0.49							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18717.02		5.38							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20421.73		5.87							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1902.00		0.30							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00		1.15							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8388.00	6,340	1.32							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1541.91	1,497	1.03							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2424.24	1,036	2.34							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3966.15	1,497	2.65							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1107.33	5,273	0.21							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6223.80	10,373	0.60							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7331.13	5,273	1.39							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	335.40	780	0.43							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2439.84		1.84							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3054.36	2,326	1.31							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1420.30	4,058	0.35							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37708.72		18.64							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	TOTAL	Diagnostic	N/A	39129.02		9.64							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18		1.66							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	11480.70		3.30							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appl. Scheduler XML)	XML Request/Response	Diagnostic	N/A	52891.92		10.42							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Crieck XML)	XML Request/Response	Diagnostic	N/A	30513.28		4.48							
		PO-1-XML				N/A			18.97							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic		25950.96		4.15							
June 2015	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A N/A	5170.90		4.15 3.75							
June 2015	Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic		19800.00									
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1974.00		0.70							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12		3.46							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	146		71.22%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	215		75.70%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	12	66.67%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	146		100.00%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	215	215	100.00%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	8	100.00%							
June 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	15:55	19	0:50							
June 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	162	162	100.00%							
June 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	5	5	100.00%							
June 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	142	142	100.00%							
June 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	52		100.00%							
June 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3		100.00%							
June 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	54		100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	CLEC Standard Deviation CTI	L-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior	Modified Z Score	Parity Score
June 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
June 2015	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	2	42	4.76%	21.30%	-1.679661	-2.02116
May 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	209	209	100.00%							
May 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,294	165,294	100.00%							
May 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,134	1,134	100.00%							
May 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	1,304	1,304	100.00%	0.00%	5,252	5,279	99.49%	7.13%	-2.318581	-2.40959
May 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,134	1,134	100.00%							
May 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,801,612	4,595,642	1.04							
May 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1105.08	5,859	0.19							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,795	29,880	99.72%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA		N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML		N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA		N/A	42,692	42,840	99.65%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	_	N/A	41,417	41,565	99.64%							
May 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
May 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL		N/A	0									
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1		100.00%	0.00%	1	2	50.00%	50.00%	-0.816497	-1.49639
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk		N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared wi 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	. ,	N/A	5		83.33%	37.27%	1	2	50.00%	50.00%	-0.816497	-1.49639
May 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	6	50.00%	50.00%	54	91	59.34%	49.12%	0.045152	
May 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	69:00	-	34:30	8:57	9424:11	220	42:50	38:06	-0.30811	-1.18731
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1		N/A	16:05	1	16:05	0:00	8:59	2	4:29	2:57	0.637192	
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	1:35	1	1:35	0:00	8:59	2	4:29	2:57	-0.802771	
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk		N/A	10:07	1	10:07	0:00	0:09	4	0:09	0:00	-0.002771	-1.4000
May 2015 May 2015		MR-6E			. ,		20:55	6	3:29		8:59	2	4:29		0.446227	-1.25311
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A		-		2:13 0:02		441		2:57	-0.416337	
May 2015	Maintenance and Repair		Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	8:05	2	4:03		16725:39		37:56	36:26	-1.312075	
May 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence		N/A	0	-	0.00%	0.00%	34	225	15.11%	35.82%	-0.725951	-1.44134
/lay 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1		N/A	0		0.00%	0.00%	0	2	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable		N/A	0		0.00%	0.00%	0	2	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk		N/A	0		0.00%	0.00%	0	1	0.00%	0.00%		0.000
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable		N/A	3	-	50.00%	50.00%	0	2	0.00%	0.00%	0.366106	
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	76	462	16.45%	37.07%	-0.626167	
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable		N/A	1	47	2.13%	14.43%	2	215	0.93%	9.60%	0.128718	
May 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk		N/A	1	9,386	0.01%	1.03%	1	9,504	0.01%	1.03%	0.008862	
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	. ,	N/A	3	102	2.94%	16.90%	364	26,929	1.35%	11.55%	0.988108	-0.39927
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded		N/A	0	00	0.00%		0	132	0.00%			
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	191	3.14%	17.44%	2	249	0.80%	8.93%	1.457051	-0.11417
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog		N/A	2		0.25%	4.99%	462	42,525	1.09%	10.37%	-2.260973	
May 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence		N/A	3	3	100.00%	0.00%	192	225	85.33%	35.38%	-0.713331	
May 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk		N/A	0	.,	0.02%	0.07%						-2.9319
May 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						
May 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,608	0.02%							
May 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
May 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	112	119	94.12%	23.53%	-0.547631	-1.33293
May 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	48	48	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	6	6	100.00%	0.00%	43	43	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	7	1	7.00	0.00	483	89	5.43	4.53	0.640266	-0.61074
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	11	12	91.67%	27.64%	202	211	95.73%	20.21%	0.172259	-0.89527
May 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP		95.00%	130		100.00%							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2393.30		0.13							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE		N/A	9971.50		0.77							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL		N/A	12364.80	18,410	0.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	_	N/A	741.75	3,225	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	_	N/A	967.59	3,225	0.23							
May 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scrieddier) Pre-Order Response Times (Facility Assignment)	REQUEST		N/A	144.00		0.30							
1414y 2010	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE		N/A	4776.00		3.98							
May 2015																

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator 0	CLEC Result CL	EC Standard Deviatior CT	L-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1843.87	3,479	0.53							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18960.55	3,479	5.45							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20804.42	3,479	5.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8610.80	6,640	1.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1305.00	1,450	0.90							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1943.12	908	2.14							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3248.12	1,450	2.24							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1332.39	5,793	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5341.23	10,473	0.51							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6673.62	5,793	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	278.40	870	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2427.92		1.04							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1369.18	4,027	0.34							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37943.50	2,051	18.50							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39312.68	4,027	9.76							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	12995.50		3.50							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	49807.60	4,780	10.42							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30785.74		4.54							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25799.20	1,360	18.97							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5312.00	1,280	4.15							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00		3.75						+	
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2036.80	2,546	0.80						+	
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12		3.46							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	143		76.06%						+	
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	207	256	80.86%							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2		100.00%						+	
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	143		100.00%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	207	207	100.00%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%						+	
May 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	7:53		3:57							
May 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31:57	17	1:53							
May 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	159	160	99.38%						+	
May 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%						+	
May 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	140		100.00%						+	
May 2015	ů	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs			90.00%	28		100.00%						+	
	Pre-Ordering		FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark Benchmark		1	1	100.00%						+	+
May 2015 May 2015	Pre-Ordering Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP	Benchmark	90.00%	39	39	100.00%						+	+
April 2015	Billing	BI-2	Invoices Delivered within 10 Days	All			247	247	100.00%						+	+
	-			7 111	Parity by Design										+	+
April 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,728	163,728	100.00%							
April 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,236	1,236	100.00%							
April 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	322	323	99.69%	5.56%	5,243	5,257	99.73%	% 5.15%	% -0.23174	4 -1.140888
April 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,236	1,236	100.00%							
April 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,800,933	3,608,279	1.05							
April 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1224.99	6,193	0.20							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							+
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
April 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1		100.00%	0.00%	1	2	50.00%			
April 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	60	81				
April 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	64:16		64:16	0:00	5830:00	185				
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:44	1	3:44	0:00	4:38	2	2:19	9 2:44	4 -0.042626	6 -1.025915

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation (CTL-Q Numerator CT	L-Q Denominator	CTL-Q Result CTL	-Q Standard Deviation N	Modified Z Score	Parity Score
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	10:19	2	5:09	2:39	9713:42	355	27:22	27:56	-1.121043	-1.681546
April 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	25	189	13.23%	33.88%	-0.389406	-1.236742
April 2015	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%		
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	45	378	11.90%	32.38%	-0.518505	-1.315229
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	46	0.00%		2	207	0.97%	9.78%	-0.605957	-1.368396
April 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,194	0.00%		0	9,576	0.00%			
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	106	0.94%	9.67%	288	27,203	1.06%	10.23%	-0.115771	-1.070384
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	135	0.00%			
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	193	0.52%	7.18%	2	227	0.88%	9.35%	-0.396644	-1.241142
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	801	0.25%	4.99%	378	42,777	0.88%	9.36%	-1.8995	-2.154814
April 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	189	86.24%	34.44%	-0.398334	-1.24217
April 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,512	0.00%	0.00%	-					-5
April 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.01%	0.02%						-2.983132
April 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,512	0.00%							
April 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.01%							
April 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3		100.00%	0.00%	133	139	95.68%	20.32%	-0.363977	-1.221282
April 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	43	46	93.48%	24.69%	-0.365679	
April 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5		100.00%	0.00%	72	73	98.63%	11.62%	-0.254937	-1.154991
April 2015 April 2015		OP-3E		LIS Trunk		N/A	1	-	100.00%	0.00%	12	13	100.00%	0.00%	-0.254357	-1.134331
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas Interval Zone 2 Areas		Parity Benchmark	90.00%	1		100.00%	0.00%	- '	- 1	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-3E OP-4B	Dispatches outside MSAs	Unbundled Loop Analog Residence		90.00% N/A	15	1	7.50	3.54	151	40	3.78	2.03	1.571787	-0.044421
April 2015	Ordering and Provisioning				Parity		15	2			101	40			1.5/1/6/	-0.044421
April 2015	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 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	10		100.00%	0.00%	242	258	93.80%	24.12%	-0.797801	-1.485029
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	237	249	95.18%	21.42%	-0.224567	-1.136527
April 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	207		100.00%							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2593.92		0.14							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8980.01	13,403	0.67							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11573.93	18,528	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	935.28	3,897	0.24							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1161.12	3,897	0.30							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	289.30	1,315	0.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5114.30	1,285	3.98							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5403.60	1,315	4.11							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2218.98	3,579	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18134.28	3,474	5.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20353.26	3,579	5.69							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5389.86	4,382	1.23							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7514.66	6,640	1.13							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1159.51	1,397	0.83							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1434.60	797	1.80							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2594.11	1,397	1.86							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1396.98	5,373	0.26							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4315.92		0.42							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5712.90		1.06							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	179.20		0.16							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	399.12		0.10							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40		1.67							
April 2015 April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.72		0.74							
April 2015 April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1288.64		0.74							
April 2015 April 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A N/A	39731.72		19.64							
April 2015 April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL		N/A	41020.36		10.19							
	-				Diagnostic											
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11756.69		1.87							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14565.66		3.82							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50979.60		10.71							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31449.92		4.64							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	22475.70		19.21							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5691.00		4.20							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18988.48	5,536	3.43							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2366.24	2,572	0.92							

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 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6602.92	1,724	3.83							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	157	223	70.40%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	169	205	82.44%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	11	11	100.00%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	157	157	100.00%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	169	169	100.00%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	11	11	100.00%							
April 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:32	1	2:32							
April 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	44:48	38	1:11							
April 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	128	128	100.00%							
April 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	11	11	100.00%							
April 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	149	149	100.00%							
April 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12	12	100.00%							
April 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
April 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	59	59	100.00%							
April 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
March 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	241	241	100.00%							
March 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	162,413	162,413	100.00%							
March 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,153	1,153	100.00%							
March 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	360	361	99.72%	5.26%	5,089	5,114	99.51%	6.979	6 -0.557746	-1.339085
March 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,153	1,153	100.00%							
March 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,911,942	3,712,529	1.05							
March 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1172.11	6,104	0.19							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,860	27,860	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,724	27,860	99.51%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	38,970	38,970	100.00%							
March 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
March 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
March 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	34	55	61.82%	48.589	-0.778857	-1.473511
March 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	68:39	1	68:39	0:00	2708:45	103	26:18	62:1	0 1.514102	-0.079491
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	2:04	1	2:04	0:00	1:27	1	1:27	7 0:0	0	
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:20	2	1:40	0:01						
March 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	21	109	19.27%	39.449	6 -0.684597	-1.416205
March 2015	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%	0.009	6	
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		1	208	0.48%	6.929	6 -0.422759	-1.257019
March 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	9,218	0.02%	1.47%	0	9,816	0.00%	6		
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	99	2.02%	14.07%	188	27,477	0.68%	8.249	6 1.04061	-0.367354
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	136	0.00%	6		
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	197	0.00%		1	228	0.44%	6.619	6 -0.682328	-1.414826
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	811	0.00%		250	43,136	0.58%	7.599	6 -2.15416	-2.309636
March 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	98	106	92.45%	26.429	6 -0.400302	-1.243366
March 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.00%	0.00%						-3
March 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,241	0.00%	0.01%						-2.997751
March 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.00%							
March 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.10%							
March 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	7	7	100.00%	0.00%	90	94	95.74%	20.189	6 -0.538098	-1.32714
March 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	60	61	98.36%	6 12.709	6 -0.218303	-1.132719
March 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	54	54	100.00%	0.009	6	
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
March 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	12	3	4.00	2.00	301	67	4.49	9 4.4	0 -0.189761	-1.115367
March 2015	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	16	2	8.00	7.07	187	53	3.53	1.8	8 1.995393	0.213113
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	13	13	100.00%	0.00%	197	211	93.36%	24.899	6 -0.932867	-1.567143
March 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	340	340	100.00%							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1968.36	16,403	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7074.04	10,403	0.68					i e		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator 0	CLEC Result CL	LEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	9042.40	16,403	0.55							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	444.75	2,225	0.20							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2156.98	3,479	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6372.38	1,979	3.22							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8529.36	3,479	2.45							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3496.80	5,640	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4186.00	3,640	1.15							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7682.80	5,640	1.36							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	661.51	797	0.83							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1145.54	1,397	0.82							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1807.05	797	2.27							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1224.44	4,373	0.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4353.96	8,373	0.52							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5578.40	4,373	1.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.56	626	0.06							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	744.32	2,326	0.32							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1212.42	726	1.67							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1994.30	2,326	0.86							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TV Reservation)	REQUEST	Diagnostic	N/A	1269.66	3,023	0.42							
	-	PO-1-IMA GUI		RESPONSE		N/A		2,023	18.64							
March 2015 March 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic Diagnostic	N/A	37708.72 38978.38	3,023	12.89							
		PO-1-IMA GOI				N/A	6872.34	4,874	1.41							
March 2015	Pre-Ordering		Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic											
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13173.36	3,352	3.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48945.33	5,481	8.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	17410.38	5,746	3.03							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	16566.50	850	19.49							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	1350.42	426	3.17							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14697.27	3,983	3.69							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2471.67	2,841	0.87							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	3565.76	1,013	3.52							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	147	201	73.13%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	169	210	80.48%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	7	9	77.78%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	147	151	97.35%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	169	171	98.83%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	7	7	100.00%							
March 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:50	1	1:50							
March 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	39:07	25	1:34							
March 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
March 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	7	7	100.00%							
March 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	139	139	100.00%							
March 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.00%							
March 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
March 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
March 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	3	3	100.00%							
February 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	206	206	100.00%							
February 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	164,658	164,658	100.00%							
February 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,269	1,269	100.00%							
February 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	451	451	100.00%	0.00%	5,927	5,959	99.46%	7.31%	6 -1.504539	-1.914695
February 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,269	1,269	100.00%							
February 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,331,061	3,217,149	1.04							
February 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1268.17	6,552	0.19							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,320	27,360	99.85%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,315	27,360	99.84%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38.880	38,880	100.00%							
. Jonuary 2013	2.000 one Oateway Availability	0/10	Catonay Availability Tepail		Diagnostic	. 1// 1	30,000	30,000	100.0070							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
ebruary 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
bruary 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
bruary 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
bruary 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
ebruary 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	37	56	66.07%	47.35%	-0.710285	-1.43182
ebruary 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2:26	1	2:26	0:00	2:15	2	1:07	0:04	0.643345	-0.60887
ebruary 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:11	1	0:11	0:00	6179:23	194	31:51	31:21	-1.007727	-1.61265
ebruary 2015	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	3	0.00%	0.00%		
ebruary 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	19	211	9.00%	28.62%	-0.313834	-1.19079
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		3	214	1.40%	11.76%	-0.727081	-1.44203
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,218	0.00%		0	10.536	0.00%			-
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	97	0.00%		146	.,,,,		7.24%	-0.715615	-1.43506
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	140	0.00%	1.2170	0.7.100.10	11.10000
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	199	0.50%	7.07%	3	234		11,25%	-0.718584	-1.43686
ebruary 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	826	0.12%	3.48%	211				-1.490907	
,	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl			N/A	0	1.488			211	43,323	0.46%	0.9576	-1.490907	-1.90040
ebruary 2015			· · · · · · · · · · · · · · · · · · ·	LIS Trunk	Parity	1.51.1	0		0.00%	0.00%						2,00006
ebruary 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.10%	0.35%						-2.69696
February 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.04%							
ebruary 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.10%							
ebruary 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	110			27.64%		
ebruary 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	63	66	95.45%	20.83%	-0.304034	-1.1848
ebruary 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	58	58	100.00%	0.00%		
ebruary 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	16	2	8.00	2.83	506	103	4.91	3.14	1.221227	-0.25754
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	17	94.12%	23.53%	231	245	94.29%	23.21%	-0.37145	-1.22582
ebruary 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	240	240	100.00%							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3665.16	20,362	0.18							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7627.24	12,302	0.62							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11292.40	20,362	0.55							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1093.06	3,526	0.31							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1165.39	3,526	0.33							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	294.32	1,132	0.26							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4202.88	1,056	3.98							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4497.20	1,132	3.97							-
	-	PO-1-IMA GUI		REQUEST		N/A	2228.48	3.482	0.64							\leftarrow
February 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)		Diagnostic			-,								
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6175.06	2,182	2.83							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8403.54	3,482	2.41							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5134.50	8,150	0.63							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4968.00	4,320	1.15							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	10102.50	8,150	1.24							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	587.40	660	0.89							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	362.45	576	0.63							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	949.85	660	1.44							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1582.86	5,106	0.31							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4595.40	10,212	0.45							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6178.26	5,106	1.21							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	49.86	831	0.06							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1001.70	2,862	0.35							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.06	831	1.26							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2098.62	2,862	0.73							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1605.20	4,013	0.40							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	RESPONSE	Diagnostic	N/A	43016.63	2,329	18.47							
ebruary 2015 ebruary 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	44621.83	4,013	11.12							
	-															
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10598.40	6,729	1.58							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18251.54	4,621	3.95							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50475.20	5,893	8.57							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26950.59	7,526	3.58							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18633.37	959	19.43							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6099.72	1,589	3.84							
ebruary 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19416.72	5,404	3.59							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2307.10	3,482	0.66							

re-Ordering	PO-1-XML PO-2A PO-2A PO-2B PO-2B PO-2B PO-5A-(a) PO-5A-(c) PO-5B-(a) PO-5B-(c) PO-5B-(c) PO-5C-(a) PO-5C-(a) PO-5D	Pre-Order Response Times(Connecting Fac Assgn XML) All Electronic LSRs All Electronic LSRs All Electronic LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	XML Request/Response LNP Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate LNP Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate Unbundled Loop AGG-EELs Unbundled Loop AGG-EELs	Diagnostic Benchmark Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	6211.16 135 154 10 135 154 10 49:02	1,716 177 205 11 138 165 10 17	3.62 76.27% 75.12% 90.91% 97.83% 93.33% 100.00%							
pre-Ordering	PO-2A PO-2A PO-2B PO-2B PO-2B PO-3X PO-5A-(a) PO-5A-(c) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5C-(a)	All Electronic LSRs All Electronic LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate LNP Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A N/A 95.00%	154 10 135 154 10 49:02	205 11 138 165 10	75.12% 90.91% 97.83% 93.33% 100.00%							
re-Ordering	PO-2A PO-2B PO-2B PO-2B PO-3X PO-5A-(a) PO-5A-(b) PO-5B-(c) PO-5B-(b) PO-5B-(c) PO-5B-(c) PO-5C-(a) PO-5D	All Electronic LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop Aggregate LNP Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Benchmark Benchmark Benchmark	N/A N/A N/A N/A N/A 95.00%	10 135 154 10 49:02	11 138 165 10	90.91% 97.83% 93.33% 100.00%							
re-Ordering	PO-2B PO-2B PO-2B PO-3X PO-5A-(a) PO-5A-(c) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	All Flow-through Eligible LSRs All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	LNP Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Diagnostic Diagnostic Diagnostic Benchmark Benchmark Benchmark	N/A N/A N/A N/A 95.00%	135 154 10 49:02	138 165 10	97.83% 93.33% 100.00%							
tre-Ordering	PO-2B PO-2B PO-3X PO-5A-(a) PO-5A-(b) PO-5A-(c) PO-5B-(a) PO-5B-(c) PO-5B-(c) PO-5C-(a) PO-5D	All Flow-through Eligible LSRs All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Ellectronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate W/O UNE-P-POTS Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Diagnostic Diagnostic Benchmark Benchmark Benchmark	N/A N/A N/A 95.00%	154 10 49:02	165 10	93.33% 100.00%							
re-Ordering	PO-2B PO-3X PO-5A-(a) PO-5A-(b) PO-5B-(c) PO-5B-(a) PO-5B-(c) PO-5C-(a) PO-5D	All Flow-through Eligible LSRs Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop Aggregate Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Diagnostic Benchmark Benchmark Benchmark	N/A N/A 95.00% 95.00%	10 49:02	10	100.00%							
re-Ordering	PO-3X PO-5A-(a) PO-5A-(b) PO-5B-(c) PO-5B-(a) PO-5B-(c) PO-5C-(a) PO-5D	Electronic LSRs Rejected Manually FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Product Aggregate Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Diagnostic Benchmark Benchmark Benchmark	N/A 95.00% 95.00%	49:02									
re-Ordering	PO-5A-(a) PO-5A-(b) PO-5A-(c) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate Unbundled Loop AGG-EELs LNP Resale Aggregate	Benchmark Benchmark Benchmark	95.00% 95.00%		17								
re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering	PO-5A-(b) PO-5A-(c) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Fully Electronic LSRs FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs LNP Resale Aggregate	Benchmark Benchmark	95.00%	123		2:53							
re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering	PO-5A-(c) PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Fully Electronic LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	LNP Resale Aggregate	Benchmark			123	100.00%							
re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering re-Ordering	PO-5B-(a) PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs	Resale Aggregate			10	10	100.00%							
re-Ordering tre-Ordering tre-Ordering tre-Ordering silling	PO-5B-(b) PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Electronic/Manual LSRs FOCs on Time for Electronic/Manual LSRs		Donohmark	95.00%	127	127	100.00%							
Pre-Ordering Pre-Ordering Pre-Ordering Billing	PO-5B-(c) PO-5C-(a) PO-5D	FOCs on Time for Electronic/Manual LSRs			90.00%	18	18	100.00%							
Pre-Ordering Pre-Ordering Pre-Ordering Billing	PO-5B-(c) PO-5C-(a) PO-5D			Benchmark	90.00%	1	1	100.00%							
Pre-Ordering Pre-Ordering Billing	PO-5C-(a) PO-5D		LNP	Benchmark	90.00%	39	39	100.00%							
re-Ordering Billing	PO-5D	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
silling		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							
-	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		274	274	100.00%							
········9	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,460	165,460	100.00%							_
illing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,516	1,516	100.00%							_
Silling				_					12 62%	4 970	5.032	QR 77%	11 03%	0.306503	-0.7591
illing		00 0	00 0						12.0270	4,570	3,032	30.17%	11.03%	0.330203	0.7331.
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Maintenance and Repair				Parity		0				5	97				-1.1410
Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity		0	3			0	6		0.00%	3	
Maintenance and Repair		Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity		0	2		0.00%	24	279	8.60%	28.04%	-0.432314	
Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		6	215	2.79%	16.47%	-1.033573	-1.6283
Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,242	0.00%		1	10,968	0.01%	0.95%	6 -0.676269	-1.4111
Naintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	98	1.02%	10.05%	214	27,973	0.77%	8.71%	6 -0.075002	-1.0455
Naintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	141	0.00%			
Naintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	201	1.49%	12.13%	6	235	2.55%	15.77%	6 -0.699902	
Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	854	0.23%	4.83%	279	43,809	0.64%	7.95%	-1.465027	-1.8906
Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	79	97	81.44%	38.88%	6 -0.474893	-1.28871
letwork Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,536	0.06%	0.17%						-2.80
letwork Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.01%						-2.99792
letwork Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,536	0.06%							
letwork Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk		N/A	0	2,433	0.00%							
Ordering and Provisioning	OP-3A	Dispatches within MSAs			N/A	3	3	100.00%	0.00%	112	117	95.73%	20.23%	6 -0.361359	-1.21969
Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	6	6	100.00%	0.00%	53	56				
	OP-3C	No dispatches		Parity	N/A	3	3	100.00%	0.00%	57	57				
						0	2		2.2370	0.1	0.		2.0070		
						-			4 95	496	85	5.84	6.50	-0.0721	-1.04383
		Dispatches outside MSAs				15	3								
							-		1.75	133	40	3.14	1.70	1.400000	0.1101
									0.000/	217	220	04 250/	22.000	-0.826597	-1.5025
				-		_			0.00%	∠15	226	95.13%	21.52%	-0.3104/8	-1.1936
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Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator 0	CLEC Result CL	EC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10800.68	15,787	0.68							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14687.02	25,437	0.58							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1331.61	4,655	0.29							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1453.83	4,655	0.31							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	374.62	1,355	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5150.62	1,355	3.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2133.14	3,746	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10742.00	2,368	4.54							+
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL		N/A	12875.14	3,746	3.44							+
					Diagnostic											
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5296.08	9,318	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11782.08	9,318	1.26							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1,651	1.11							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1856.93	6,749	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3875.19	11,674	0.33							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5732.12	6,749	0.85							
January 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	ACCEPT	Diagnostic	N/A	72.72	1.001	0.07							+
,	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	REQUEST		N/A N/A	1010.69	3,138	0.07							+
January 2015	-				Diagnostic											
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1238.87	1,001	1.24							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1592.75	4,511	0.35							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61210.50	3,139	19.50							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62803.25	4,511	13.92							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13467.28	7,502	1.80							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21548.35	5,165	4.17							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58928.01	6,528	9.03							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30816.87	8,380	3.68							+
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20939.90	1,070	19.57							+
,																
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7068.80	1,792	3.94							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23791.41	6,051	3.93							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2373.30	3,838	0.62							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7283.59	1,949	3.74							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	160	209	76.56%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	220	257	85.60%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	160	163	98.16%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	220	224	98.21%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
January 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	16:28	19	0:52							+
January 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	166	166	100.00%							+
	-	PO-5A-(a) PO-5A-(b)					100	100	100.00%							+
January 2015	Pre-Ordering		FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1									\leftarrow
January 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	155	155	100.00%							↓
January 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	12		100.00%							
January 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
January 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
January 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	2	0.00%	0.00%	1	7	14.29%	34.999	6 -0.76471	1 -1.4649
December 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	237	237	100.00%							
December 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,935	163,935	100.00%							
December 2014		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,286	1,286	100.00%							
December 2014	-	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	376	378	99.47%	7.25%	5,306	5,357	99.05%	9.719	6 -0.818382	2 -1.49754
December 2014		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,286	1,286	100.00%	1.2070	5,500	3,337	55.557	. 3.71,	0.010002	57.54
	Database Updates	DB-1B	All	LIDB		N/A	3,594,360	3,453,042	1.04							+
					Diagnostic		.,,									-
	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1271.46	6,553	0.19							↓
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	TL-Q Numerator 0	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	2	0.00%	0.00%		
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:07	1	0:07	0:00						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4:06	2	2:03	0:25	29:13	2	14:36	14:32	-0.864241	1 -1.52542
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	2	50.00%	50.00%	0	
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		2	216	0.93%	9.58%	-0.589958	-1.358669
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,242	0.01%	1.04%	0	11,064				
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	112	0.00%		329	28,247	1.16%		-1.146583	3 -1.697073
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	140			1.140000	1.037070
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	202	0.99%	9,90%	2	236	0.85%		-0.326171	1 -1.198298
							2			9.90%						
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	855	0.00%		423	44,164	0.96%	9.74%	-2.848034	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.01%	0.06%						-2.968125
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.07%						-2.97810
	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.01%							
December 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.01%							
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2	0.00	0.00	6,405	42	152.50	293.80	-0.717188	-1.43602
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	7	42	16.67%	37.27%	-0.617914	-1.375665
December 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	6	83.33%	37.27%	146	158	92.41%	26.49%	0.264653	-0.839102
December 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	76	76	100.00%	0.00%		
December 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	81	81	100.00%	0.00%		
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	3	3	100.00%							
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	2.52	569	111	5.13	3.59	0.473299	9 -0.712255
	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	3	5.00	0.00	211	62				
		OP-4E	Interval Zone 2 Areas		Benchmark	6.00	6	2	3.00	0.00	211	02	3.40	1.72	1.004022	-0.100007
	Ordering and Provisioning Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable Unbundled Loop Analog	Benchmark	6.00	15	3	5.00							\vdash
				1						00.040/	000	040	04.000/	00.500/	0.000050	1 01011
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17	18	94.44%	22.91%	299	316	94.62%	22.56%		
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	271	288	94.10%	23.57%	-0.431569	-1.262375
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	388	388	100.00%							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5087.64	32,180	0.16							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11823.60	18,256	0.65							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16911.24	32,180	0.53							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1725.19	6,060	0.28							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1867.81	6,060	0.31							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	686.53	2,353	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2014	Pre-Orderina	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5462.53	2.353	2.32							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2788.63	4,927	0.57							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12492.16	2,647	4.72							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	15280.79	4,927	3.10							
December 2014 I		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							+
				RESPONSE					1.15							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)		Diagnostic	N/A	6486.00	5,640								
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11,820	1.12							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1830.39	2,344	0.78							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	800	0.80							
December 2014		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2469.52	2,344	1.05							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7,811	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12,594	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7,811	0.87							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1,111	0.07							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4,269	0.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1,112	1.24							
		PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4,269	0.66							
December 2014																-
		PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2077.69	5.756	0.36							
December 2014 December 2014	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools) Pre-Order Response Times(Loop Qual Tools)	REQUEST RESPONSE	Diagnostic Diagnostic	N/A N/A	2077.69 68068.80	5,756 3,480	0.36 19.56							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior C	TL-Q Numerator C	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12743.24	7,240	1.76							
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19385.63	5,002	3.88							
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	60353.58	6,342	9.52							
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29881.76	8,096	3.69							
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20137.15	1,045	19.27							
December 2014 P	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7098.72	1,679	4.23							
December 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22593.24	5,798	3.90							
December 2014 P		PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2323.36	3,775	0.62							
December 2014 P		PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7289.89	1,842	3.96							
December 2014 P	-	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	166	216	76.85%							
December 2014 P	-	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	236	75.00%							
December 2014 P		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	8	50.00%							
December 2014 P		PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	166	169	98.22%							
December 2014 P		PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	180	98.33%							
December 2014 P	-	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	_	N/A	4	4	100.00%							
December 2014 P		PO-3X	Electronic LSRs Rejected Manually		Diagnostic	N/A	19:08	12	1:36							
December 2014 P		PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Product Aggregate	Diagnostic Benchmark	95.00%	128	128	100.00%							
		. ,	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	120	3	100.00%							
December 2014 P	-	PO-5A-(b)		Unbundled Loop AGG-EELs			3									
December 2014 P	-	PO-5A-(c)	FOCs on Time for Flattenia Manual I SRs	LNP	Benchmark	95.00%	159	159	100.00%							
December 2014 P		PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	21	21	100.00%							
December 2014 P	-	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	8	8	100.00%							
December 2014 P		PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	47	47	100.00%							
December 2014 P	-	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
December 2014 P		PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	22	0.00%	0.00%		
lovember 2014 B	-	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		222	222	100.00%							
lovember 2014 B	•	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	164,110	164,274	99.90%							
lovember 2014 B		BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,361	1,361	100.00%							
lovember 2014 B		BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	450	450	100.00%	0.00%	5,806	5,830	99.59%	6.40%	-1.314098	-1.7989
lovember 2014 B		BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,361	1,361	100.00%							
November 2014 D	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,352,486	3,214,173	1.04							
November 2014 D	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1295.22	6,971	0.19							
November 2014 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014 E	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,800	28,800	100.00%							
November 2014 E	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,220	41,220	100.00%							
November 2014 E	lectronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,005	40,005	100.00%							
November 2014 E	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,700	20,700	100.00%							
November 2014 E	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
November 2014 N	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%						
lovember 2014 N	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
November 2014 M	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
lovember 2014 N	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:01	1	24:01	0:00	5539:59	147	37:41	73:55	-0.184325	-1.1120
lovember 2014 M	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3:17	2	1:38	0:05						
lovember 2014 N	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:38	1	3:38	0:00	0:03	1	0:03	0:00		
lovember 2014 N	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:22	2	1:41	0:20						
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	168:50	1	168:50	0:00	10848:24	332	32:41	57:56	2.326348	0.4143
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	152	22.37%	41.67%	-0.535026	
	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%				10177		
lovember 2014 M	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%			0.0070	0.0070		
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	63	353	17.85%	38.29%	-0.465433	-1.2829
	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	42	4.76%	21.30%	0	218	0.00%	33.2370	1.950274	
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,242	0.01%	1.04%	1	10,584	0.01%	0.97%	0.099145	
	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A N/A	1	138	0.01%	8.48%	267	28,472	0.01%	9.64%	-0.259134	
	Maintenance and Repair	MR-8				N/A N/A	0	70	0.72%	0.40%	267	139	0.94%	9.04%	-0.∠59134	-1.15/5
		MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	-	203	0.00%	0.000/	0	139			0.80843	0.50
	Maintenance and Repair		Trouble Rate	Unbundled Loop - DS1 Capable	Parity		2			9.88%	0	2.0	0.00%	0.0701	0.00010	0.000
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	860	0.12%	3.41%	353	44,501	0.79%	8.87%	-2.216581	
	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	123	152	80.92%	39.29%	-0.483975	
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.03%	0.14%						-2.9109
November 2014 N	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2014 N	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,536	0.03%							
November 2014 N	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
November 2014 C	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	9	1	9.00	0.00	4,711	39	120.79	165.57	-0.666716	-1.40533
November 2014 C	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	9	39	23.08%	42.13%	-0.540833	-1.32880
November 2014 C	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	105	111	94.59%	22.61%	-0.522876	-1.31788
November 2014 C	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	60	61	98.36%	12.70%	-0.250128	-1.15206
November 2014 C	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	7	7	100.00%	0.00%	70	70	100.00%	0.00%		
November 2014 C	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	11	1	11.00	0.00	531	86	6.17	4.66	0.827418	-0.49696
	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10		5.00						-	
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16		100.00%	0.00%	229	243	94.24%	23.30%	-0.957987	-1.58241
	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2		100.00%	0.00%	211			21.70%	-0.321457	
	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	265		100.00%	0.00%	211		95.05%	21.70%	-0.321437	-1.19343
		PO-1-IMA GUI		REQUEST		95.00% N/A	4598.76		0.19							
November 2014 P	-		Pre-Order Response Times (Address Validation)		Diagnostic											
November 2014 P	-	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10423.35		0.63							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15022.11		0.62							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1656.64		0.32							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1818.99		0.35							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.38	2,186	0.33							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	114.53	881	0.13							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	835.91	2,186	0.38							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2850.76	4,598	0.62							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21341.12	3,923	5.44							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	24191.88	4,598	5.26							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6665.62		0.62							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00		1.15							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13151.62		1.22							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1479.00		0.85							
	-															
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	897.93		0.99							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2376.93		1.37							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2279.02		0.34							
November 2014 P		PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4378.36		0.38							
November 2014 P	-	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6657.38		0.99							
November 2014 P	-	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	74.80		0.08							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1423.76	3,848	0.37							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1165.00	932	1.25							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2663.56	3,848	0.69							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1882.44	4,482	0.42							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54514.83	2,829	19.27							
November 2014 P	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56397.27	4,482	12.58							
November 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12676.90	7,457	1.70							
November 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	16121.16	4,071	3.96							
November 2014 P	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56435.78	5,891	9.58							
November 2014 P		PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29559.30		3.70							
November 2014 P		PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20889.00		19.80							
November 2014 P		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6674.08		4.04							-
November 2014 P		PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML) Pre-Order Response Times (Service Avail XML)	XML Request/Response		N/A	20787.36		3.72							\leftarrow
					Diagnostic											
November 2014 P		PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2017.27		0.61							
November 2014 P	-	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7030.26		4.23							
November 2014 P	-	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	192		82.05%							
November 2014 P		PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167		70.46%							
November 2014 P		PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	13	76.92%							
November 2014 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	192		98.46%							
November 2014 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167	170	98.24%							
November 2014 P	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
November 2014 P	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10:33	12	0:53							
November 2014 P	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	105	105	100.00%							
November 2014 P		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	10		100.00%							
November 2014 P		PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	181		100.00%							
	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28		100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator		CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2									
lovember 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37		100.00%							
ctober 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	277	277	100.00%							
october 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	166,343	166,510	99.90%							
October 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,756	1,756	100.00%							
October 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	400	401	99.75%	4.99%	6,287	6,389	98.40%	12.53%	-2.08771	-2.26923
ctober 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,477	1,477	100.00%							
October 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,748,205	3,589,022	1.04							
October 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1620.47	8,685	0.19							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,160	29,160	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,160	29,160	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180		100.00%							
October 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860		100.00%							
October 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0									
October 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	_	0.00%							
October 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2		100.00%	0.00%	49	84	58.33%	49.30%	-1.181249	-1.71814
October 2014 October 2014		MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	43:23		43:23	0:00	9526:06	202	47:10	52:52	-0.071234	
October 2014 October 2014	Maintenance and Repair Maintenance and Repair	MR-6E	Mean Time to Restore-Disp Wil MSA Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A N/A	43:23		43:23	0:00	9526:06	202	47:10	52:52	-0.071234	-1.04330
October 2014 October 2014		MR-6E	Mean Time to Restore Interval Zone 2 Mean Time to Restore Interval Zone 2		Parity	N/A N/A	3:09		3:09	0:00	20758:07	469	44:16	86:24	-0.475281	-1.2889
	Maintenance and Repair			Unbundled Loop Analog												
October 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	0		0.00%	0.00%	33	210	15.71%	36.39%	-0.430763	-1.26188
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0		0.00%	0.00%						
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0		0.00%	0.00%	67	501	13.37%	34.04%	-0.392518	
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0				2	221	0.90%	9.47%	-0.567722	-1.34515
ctober 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	-,	0.00%		0	10,584	0.00%			
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	158	0.63%	7.93%	407	28,842	1.41%	11.80%	-0.827083	-1.50283
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	70	1.43%	11.87%	0	111	0.00%		0.287825	-0.82501
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	0	205	0.00%		2	242	0.83%	9.05%	-0.961701	-1.58467
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	868	0.12%	3.39%	501	45,018	1.11%	10.49%	-2.775293	-2.68725
October 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	162	210	77.14%	41.99%	-0.54304	-1.33014
October 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.02%	0.11%						-2.93630
October 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						
October 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.02%							
October 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
October 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	133	142	93.66%	24.36%	-0.795093	-1.48338
October 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	79	81	97.53%	15.52%	-0.310645	
October 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	14			0.00%	88	88	100.00%	0.00%	0.010010	
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2		100.00%	0.00%						
October 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	64	-	7.11	3.33	561	102	5.50	6.45	1.135896	-0.30942
October 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	6		6.00	0.00	267	64	4.17	5.65	1.112321	
October 2014 October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	201	04	4.17	3.03	1.112021	-0.32373
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	27		96.43%	18.56%	294	314	93.63%	24.42%	-0.580924	-1.35317
		OP-8C		LNP	Benchmark	95.00%	219		100.00%	10.30%	294	314	93.03%	24.4270	-0.560924	-1.33317
October 2014	Ordering and Provisioning	PO-1-IMA GUI	Number Portability Timeliness without Loop Coord	REQUEST		95.00% N/A	381.52		0.17							
October 2014	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic											
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1198.25		0.67							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1579.77		0.70							
october 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	133.42		0.31							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	151.19		0.35							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00		0.12							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00		3.98							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00		4.10							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	183.55	292	0.63							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	1993.32	290	6.87							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2176.87	292	7.46							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	537.35	860	0.62							
ctober 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7023.35		8.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	82.29		0.86							
JClober 2014		501				11.1	32.20	00	2.00							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior CT	L-Q Numerator 0	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	161.41	96	1.68							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	220.79	715	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	526.15	1,428	0.37							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	746.94	715	1.04							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	8.52	120	0.07							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	73.57	213	0.35							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	149.81	120	1.25							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	231.90	213	1.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	161.73	416	0.39							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7941.44	416	19.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	8103.17	416	19.48							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8533.53	4,625	1.85							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13741.81	3,219	4.27							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	45563.56	4,024	11.32							
October 2014 October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Crieck XML)	XML Request/Response	_	N/A	19017.53	5,177	3.67							-
October 2014 October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	13245.90	670	19.77							-
					Diagnostic				4.10							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4461.34	1,088								
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15159.29	3,732	4.06							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1505.55	2,369	0.64							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5825.53	1,219	4.78							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	210	264	79.55%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199	272	73.16%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	16	81.25%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	210	213	98.59%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199	207	96.14%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
October 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	22:12	2	11:06							
October 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	53:22	22	2:26							
October 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	139	139	100.00%							
October 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	13	13	100.00%							
October 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	200	200	100.00%							
October 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
October 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
October 2014 October 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							-
October 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	40	1	100.00%							-
	-		FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1		100.00%							
October 2014	Pre-Ordering	PO-5C-(c)					7	7								
October 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%			100.00%							
September 2014	-	BI-2	Invoices Delivered within 10 Days		Parity by Design		203	203	100.00%							
September 2014		BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	169,065	169,065	100.00%							
September 2014	_	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00%							
September 2014	_	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	455	455	100.00%	0.00%	6,030	6,066	99.41%	7.68%	6 -1.589617	7 -1.9664
September 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,482	1,482	100.00%							
September 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,043,868	2,906,752	1.05							
September 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1336.71	7,237	0.18							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,397	26,760	98.64%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	26,397	26,760	98.64%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	36,705	36,705	100.00%							
September 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	2	50.00%	50.00%	6 -0.430727	7 -1.2618
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	1	2				
	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	6	83.33%	37.27%	62	105				
	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	23:05	1	23:05	0:00	10661:07	196				
	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	66:34	1	66:34	0:00	8092:25	195				
	Maintenance and Repair	MR-6E	Mean Time to Restore disp out MSA Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable		N/A N/A	8:58	1	8:58	0:00	5:46	195	5:46			-0.5086
.,					Parity							1				
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5:32	2	2:46	1:01	5:46	1	5:46			
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:06	1	0:06	0:00	22946:09	507				
Santambar 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	36	212	16.98%	37.55%	6 -0.451204	4 -1.2743

Month PID Category	PID	PID Title	Product Category	Standard					CLEC Standard Deviation C						
eptember 2014 Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	38	189	20.11%	40.08%	-0.500331	-1.3041
eptember 2014 Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
eptember 2014 Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	2	0.00%	0.00%		
eptember 2014 Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	91	541	16.82%	37.41%	-0.449276	-1.27314
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	42	2.38%	15.25%	2	227	0.88%	9.35%	0.252515	-0.84648
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,362	0.00%		0	11,136	0.00%			
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	151	1.32%	11.43%	426	29,163	1.46%	12.00%	-0.139192	-1.08462
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	116	0.00%			
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	212	0.94%	9.67%	2	248	0.81%	8.94%	-0.324728	-1.19742
eptember 2014 Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	873	0.11%	3.38%	541	45,439	1.19%	10.85%	-2.903539	-2.76522
eptember 2014 Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	203	76.85%	42.18%	-0.547545	-1.33288
eptember 2014 Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	168	198	84.85%	35.86%	-0.421514	
eptember 2014 Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.00%	0.01%	-					-2.99630
eptember 2014 Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.00%						
eptember 2014 Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	,	0.00%	2.0270						
eptember 2014 Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.00%							
eptember 2014 Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4		100.00%	0.00%	165	171	96.49%	18.40%	-0.377001	-1.229
	OP-3B	Dispatches outside MSAs	Residence		N/A	7	7	100.00%	0.00%	88	95	92.63%	26.13%	-0.720142	
eptember 2014 Ordering and Provisioning	OP-3B	1		Parity		13				**				-0.720142	-1.43/8
eptember 2014 Ordering and Provisioning		No dispatches	Residence	Parity	N/A	13			0.00%	66	66	100.00%	0.00%		
eptember 2014 Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
eptember 2014 Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
eptember 2014 Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	14	_	7.00	1.41	432	116	3.72	2.20	1.625763	
eptember 2014 Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	14		4.67	2.08	194	63	3.08	1.57	1.644854	
eptember 2014 Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25		5.00							
eptember 2014 Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	23	24		19.98%	306	332	92.17%	26.87%	-0.645318	-1.39232
eptember 2014 Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
eptember 2014 Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	302	324	93.21%	25.16%	-0.598918	-1.36411
ptember 2014 Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	278	278	100.00%							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2948.16	18,426	0.16							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11078.40	17,310	0.64							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14026.56	18,426	0.76							
ptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1715.01	5,197	0.33							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1898.49	5,197	0.37							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4051.64		3.98							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4195.64	1,200	3.50							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2757.48	4,178	0.66							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	39865.20	4,170	9.56							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	42622.68	4,178	10.20							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5727.16		0.67							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12213.16	8,548	1.43							
	PO-1-IMA GUI		REQUEST		N/A		1,256	0.92							
eptember 2014 Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic		1155.52 1356.48		1.08							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A N/A		1,256	2.00							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)		Diagnostic		2512.00	1,256								
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1847.40	6,158	0.30							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3631.20	12,104	0.30							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5478.60	6,158	0.89							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	97.76	1,222	0.08							
ptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	798.70		0.35							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1528.75	1,223	1.25							
ptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2425.21	2,282	1.06							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1334.94	3,513	0.38							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	67669.32	3,508	19.29							
eptember 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	69004.26	3,513	19.64							
eptember 2014 Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12435.50	7,106	1.75							
eptember 2014 Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18937.21	5,077	3.73							
eptember 2014 Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74818.82	6,163	12.14							
		Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29833.43	8,129	3.67							
eptember 2014 Pre-Ordering	PO-1-XML														

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator 0	CLEC Result C	LEC Standard Deviation CT	L-Q Numerator C	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6664.61	1,608	4.14							
eptember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22313.04	5,736	3.89							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2330.37	3,699	0.63							
eptember 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8281.88	1,780	4.65							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	224	283	79.15%							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	217	283	76.68%							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	2	50.00%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	224	226	99.12%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	217	219	99.09%							
September 2014	-	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1	1	100.00%							
September 2014	-	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	86:18	6	14:23							
September 2014		PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	26:51	16	1:41							
September 2014		PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	152	152	100.00%							
September 2014		PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	1	1	100.00%							
September 2014	-	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	217	217	100.00%							
September 2014		PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	33	33	100.00%							
September 2014		PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
September 2014		PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
September 2014	-	PO-5B-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%		-					
September 2014	-	PO-5C-(c)	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	4	4	100.00%							
	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		189	189	100.00%							
-	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,104	163,104	100.00%							
	Billing	BI-3B	Billing Accuracy - Adjustments for Errors			N/A	1,830	1,830	100.00%							
. 5	3	BI-4A		Reciprocal Compensation	Diagnostic					0.000/	F 606	F 747	00.620/	C 0F0/	4 227200	1 74644
	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A N/A	440 1,526	440	100.00% 100.00%	0.00%	5,696	5,717	99.63%	6.05%	-1.227299	-1.746145
	Billing	DB-1B	Reciprocal Compensation (MOU): All	Reciprocal Compensation	Diagnostic	N/A		1,526	1.04							
Ü	Database Updates		All	LIDB	Diagnostic		3,714,346	3,566,933								
	Database Updates	DB-1C-1		Directory Listing	Diagnostic	N/A	1293.44	7,047	0.18							
· ·	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
· ·	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
-	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
-	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,310	41,310	100.00%							
· ·	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
-	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
-	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	3	7	42.86%			
-5	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	13:43	1	13:43	0:00	10616:59	169	62:49			
ugust 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	27:59	1	27:59	0:00	8270:52	214	38:39	38:18	-0.277815	-1.168899
ugust 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:28	1	3:28	0:00						
-	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:36	2	1:48	1:47	65:06	4	16:16	8:14	-2.028961	-2.23352
ugust 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	21:44	4	5:26	2:02	22462:19	494	45:28	115:15	-0.691964	
ugust 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	28	177	15.82%	36.49%	0.528612	-0.678627
ugust 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	42	217	19.35%	39.51%	0.851493	-0.482329
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	1	7	14.29%	34.99%	-0.509175	-1.309556
ugust 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	86	528	16.29%	36.93%	-0.878879	-1.53432
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		7	232	3.02%	17.11%	-1.051843	-1.639475
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,386	0.01%	1.03%	0	11,136	0.00%			
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	134	2.24%	14.79%	413	29,413	1.40%	11.77%	0.546482	-0.667763
ugust 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	120	0.00%			
-	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	215	0.93%	9.60%	7	253	2.77%		-1.207166	-1.733905
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	877	0.46%	6.74%	528	45,833	1.15%	10.67%	-1.91304	-2.163046
-	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	147	177	83.05%	37.52%	-0.635297	-1.386233
	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	197	217	90.78%	28.93%	1.302749	
-	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,560	0.04%	0.10%	101	=11	22270			-2.892
-	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%						
-	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,560	0.04%	2.2370						
	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%							
Ü	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	٥	2,433	100.00%	0.00%	137	141	97.16%	16.60%	-0.496998	3 -1.302154
			Diopatorios Within World		- arrey	1 1// 1	9	9	100.0070	0.00/6	101	191	01.10/0	10.0076	0.700000	1.00210

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	CLEC Standard Deviatior CT	L-Q Numerator CTI	L-Q Denominator	CTL-Q Result CTL	-Q Standard Deviation	Modified Z Score	Parity Score
August 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	54	54	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
August 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	4.62	362	104	3.48	1.64	1.616436	-0.017276
August 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	4	1	4.00	0.00	159	53	3.00	2.26	0.715986	-0.564711
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17	19	89.47%	30.69%	256	271	94.46%	22.87%	0.502105	-0.694742
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	261	278	93.88%	23.96%	-0.565612	-1.343868
August 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	268	268	100.00%							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2572.92	18,378	0.14							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11621.82	17,346	0.67							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14194.74	18,378	0.77							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1430.80	5,110	0.28							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1568.32	5,110	0.31							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	156.00	1,300	0.12							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4932.00	1,300	3.79							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2519.30	4,130	0.61							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	22922.64	4,108	5.58							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	25441.94	4,130	6.16							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5317.80	8,863	0.60							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6256.00	5,440	1.15							
August 2014 August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11573.80	8,863	1.31							
August 2014 August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1026.60	1,180	0.87							
August 2014 August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1900.74	1,203	1.58							
August 2014 August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2927.34	1,180	2.48							
	· ·															
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST RESPONSE	Diagnostic	N/A N/A	1627.56 5210.74	6,028 12,118	0.27							
August 2014	Pre-Ordering	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A			1.13							
August 2014	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic		6838.30	6,028								
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	51.50	1,030	0.05							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	687.90	2,293	0.30							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1300.36	1,102	1.18							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2039.76	2,293	0.89							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1309.80	3,540	0.37							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	65259.16	3,539	18.44							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	66568.96	3,540	18.80							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	14378.86	7,499	1.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19283.39	5,158	3.74							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	75455.47	6,528	11.56							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31541.27	8,394	3.76							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	21448.06	1,109	19.34							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6929.84	1,766	3.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22540.00	5,635	4.00							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2405.39	3,890	0.62							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8638.02	1,940	4.45							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	218	278	78.42%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	270	71.11%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	12	75.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	218	222	98.20%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	200	96.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	9	100.00%							
August 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	39:41	3	13:14							
August 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	44:05	28	1:34							
August 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	127	127	100.00%							
August 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	8	8	100.00%							
August 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	206	206	100.00%							
August 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
August 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	5	5	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
August 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
July 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	182	182	100.00%							
July 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	161,381	161,381	100.00%							
July 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							
July 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	402	406	99.01%	9.88%	5,521	5,589	98.78%	10.96%	-0.410744	-1.249714
July 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							
July 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,646,939	4,390,757	1.06							
July 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1402.03	7,669	0.18							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,080	42,180	99.76%							
July 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	4	100.00%	0.00%	0.841621	-0.488331
July 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	6	100.00%	0.00%	50	89	56.18%	49.62%	-2.093901	-2.273001
July 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:11	2	24:35	1:31	9493:51	200	47:28	57:17	-0.561935	
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:26	1	0:26	0:00						
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:21	1	13:21	0:00	3:24	3	1:08	0:56	0.401571	-0.755862
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19:06	3	6:22	2:49	20855:20	502	41:33	62:08	-0.977594	-1.594335
July 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	31	206	15.05%	35.75%	-0.592351	-1.360124
July 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	211	13.74%	34.43%	-0.398232	-1.242108
July 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	2	17	11.76%	32.22%	0.967422	-0.411849
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	4	25.00%	43.30%	-0.516398	-1.313948
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	73	526	13.88%	34.57%	-0.693327	-1.421513
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%		4	253	1.58%	12.47%	-0.752851	-1.457701
July 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1		0.01%	1.05%	0	11,160	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	121	3.31%	17.88%	434	29,700	1.46%	12.00%	1.263311	-0.231961
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0		0.00%		0	444	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	218	0.46%	6.76%	4	253	1.58%	12.47%	-0.973604	-1.591909
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	881	0.34%	5.83%	526	46,110	1.14%	10.62%	-2.215583	
July 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	154	206	74.76%	43.44%	-0.817821	-1.4972
July 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	182	211	86.26%	34.43%	-0.398232	
July 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	16	17	94.12%	23.53%	-0.242956	-1.147707
July 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.00%						-3
July 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0		0.00%	0.00%						-3
July 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.00%	0.0070						
July 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0		0.00%							
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	9		9.00	0.00	3,229	31	104.16	148.11	-0.632376	-1.384457
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	13	31	41.94%	49.35%	3.719016	1.261001
July 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	8	9	88.89%	31.43%	118	122	96.72%	17.81%	0.514435	
July 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	0	9	100.00%	0.00%	89	93	95.70%	20.29%	-0.607292	
July 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	15	15	100.00%	0.00%	65	65	100.00%	0.00%	-0.007232	-1.303207
July 2014 July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	13		100.00%	0.00%	1	1	100.00%	0.00%		
July 2014 July 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	58		7.25	5.92	429	98	4.38	2.86	1.926837	0.171433
July 2014 July 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	17		4.25	2.22	301	76	3.96	6.15	1.015222	
July 2014 July 2014		OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	17	1	100.00%	0.00%	301	10	100.00%	0.00%	1.013222	-0.362769
July 2014 July 2014	Ordering and Provisioning Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	32		96.97%	17.14%	267	282	94.68%	22.44%	-0.554358	-1.337026
July 2014 July 2014		OP-5A OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	325		100.00%	17.14%	207	202	94.00%	22.44%	-0.004306	-1.331020
July 2014 July 2014	Ordering and Provisioning Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		95.00% N/A	2495.36		0.14							
July 2014 July 2014	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic Diagnostic	N/A N/A	10873.17	17,824	0.14							
July 2014 July 2014		PO-1-IMA GUI		TOTAL		N/A	13368.53	17,259	0.63							
	Pre-Ordering		Pre-Order Response Times (Address Validation)		Diagnostic											
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1463.84	5,228	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1602.65	5,228	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	401.94		0.29							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLEC	Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5177.94	1,386	3.74							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2426.06	3,913	0.62							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	27905.74	4,021	6.94							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	30331.80	3,913	7.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5462.73	8,671	0.63							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11948.73	8,671	1.38							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1176.58	1,322	0.89							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	941.25	1,255	0.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2117.83	1,322	1.60							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1668.24	5,958	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4113.78	12,466	0.33							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5782.02	5,958	0.97							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	46.24	1,156	0.04							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	660.61	2,131	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1482.08	1,256	1.18							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2188.93	2,131	1.03							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1143.45	3,267	0.35							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	69328.16	3,581	19.36							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70471.61	3,267	21.57							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13276.56	7,470	1.78							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21496.01	5,150	4.17							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	71518.47	6,526	10.96							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30477.51	8,356	3.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20359.71	1,071	19.01							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6872.94	1,772	3.88							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23988.49	6,019	3.99							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2516.77	3,845	0.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8389.42	1,931	4.34							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	199	262	75.95%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	266	73.68%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11	90.91%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	208	95.67%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	204	96.08%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	69:58	23	3:03							
July 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
July 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	189	189	100.00%				İ			
July 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	35	100.00%							
July 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
July 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	58	58	100.00%							
July 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
July 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		