



Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota February 2014 - February 2015

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

March 10, 2015

CenturyLink QC Performance Results – Current 271 PID

Feb 2015 PAP Aggregate Performance SD.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 231.90 | 213 | 1.09 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 161.73 | 416 | 0.39 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 7941.44 | 416 | 19.09 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 8103.17 | 416 | 19.48 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8533.53 | 4,625 | 1.85 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 13741.81 | 3,219 | 4.27 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 45563.56 | 4,024 | 11.32 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 19017.53 | 5,177 | 3.67 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 13245.90 | 670 | 19.77 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4461.34 | 1,088 | 4.10 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15159.29 | 3,732 | 4.06 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 1505.55 | 2,369 | 0.64 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5825.53 | 1,219 | 4.78 | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 210 | 264 | 79.55% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 199 | 272 | 73.16% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 16 | 81.25% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 210 | 213 | 98.59% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 199 | 207 | 96.14% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 22:12 | 2 | 11:06 | | | | | | | |
| October 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 53:22 | 22 | 2:26 | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 139 | 139 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 13 | 13 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 200 | 200 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 48 | 48 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 7 | 7 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 203 | 203 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 169,065 | 169,065 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,482 | 1,482 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 455 | 455 | 100.00% | 0.00% | 6,030 | 6,066 | 99.41% | 7.68% | -1.589617 | -1.966418 |
| September 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,482 | 1,482 | 100.00% | | | | | | | |
| September 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,043,868 | 2,906,752 | 1.05 | | | | | | | |
| September 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1336.71 | 7,237 | 0.18 | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 26,397 | 26,760 | 98.64% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 26,397 | 26,760 | 98.64% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 36,705 | 36,705 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| September 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.861454 | -2.523728 |
| September 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -2 | -3.215914 |
| September 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 62 | 105 | 59.05% | 49.17% | -1.176573 | -1.715306 |
| September 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 23:05 | 1 | 23:05 | 0:00 | 10661:07 | 196 | 54:24 | 54:08 | -0.57692 | -1.350743 |
| September 2014 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 66:34 | 1 | 66:34 | 0:00 | 8092:25 | 195 | 41:30 | 40:34 | 0.709523 | -0.568641 |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 8:58 | 1 | 8:58 | 0:00 | 5:46 | 1 | 5:46 | 0:00 | | |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5:32 | 2 | 2:46 | 1:01 | 5:46 | 1 | 5:46 | 0:00 | | |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 0:06 | 1 | 0:06 | 0:00 | 22946:09 | 507 | 45:16 | 47:51 | -0.942796 | -1.573179 |
| September 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 36 | 212 | 16.98% | 37.55% | -0.451204 | -1.274313 |
| September 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 38 | 189 | 20.11% | 40.08% | -0.500331 | -1.30418 |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 91 | 541 | 16.82% | 37.41% | -0.449276 | -1.273141 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 42 | 2.38% | 15.25% | 2 | 227 | 0.88% | 9.35% | 0.252515 | -0.846482 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,362 | 0.00% | | 0 | 11,136 | 0.00% | | | |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 151 | 1.32% | 11.43% | 426 | 29,163 | 1.46% | 12.00% | -0.139192 | -1.084623 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 70 | 0.00% | | 0 | 116 | 0.00% | | | |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 212 | 0.94% | 9.67% | 2 | 248 | 0.81% | 8.94% | -0.324728 | -1.197421 |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-------------|---------------------------------|--------------|--|---------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (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 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 11573.80 | 8,863 | 1.31 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1026.60 | 1,180 | 0.87 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1900.74 | 1,203 | 1.58 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2927.34 | 1,180 | 2.48 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1627.56 | 6,028 | 0.27 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 5210.74 | 12,118 | 0.43 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6838.30 | 6,028 | 1.13 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 51.50 | 1,030 | 0.05 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 687.90 | 2,293 | 0.30 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1300.36 | 1,102 | 1.18 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2039.76 | 2,293 | 0.89 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1309.80 | 3,540 | 0.37 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 65259.16 | 3,539 | 18.44 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 66568.96 | 3,540 | 18.80 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 14378.86 | 7,499 | 1.92 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 19283.39 | 5,158 | 3.74 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 75455.47 | 6,528 | 11.56 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 31541.27 | 8,394 | 3.76 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 21448.06 | 1,109 | 19.34 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6929.84 | 1,766 | 3.92 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 22540.00 | 5,635 | 4.00 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2405.39 | 3,890 | 0.62 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 8638.02 | 1,940 | 4.45 | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 218 | 278 | 78.42% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 192 | 270 | 71.11% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 9 | 12 | 75.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 218 | 222 | 98.20% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 192 | 200 | 96.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 9 | 9 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 39:41 | 3 | 13:14 | | | | | | | |
| August 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 44:05 | 28 | 1:34 | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 127 | 127 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 8 | 8 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 206 | 206 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 182 | 182 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 161,381 | 161,381 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,474 | 1,474 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 402 | 406 | 99.01% | 9.88% | 5,521 | 5,589 | 98.78% | 10.96% | -0.410744 | -1.249714 |
| July 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,474 | 1,474 | 100.00% | | | | | | | |
| July 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,646,939 | 4,390,757 | 1.06 | | | | | | | |
| July 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1402.03 | 7,669 | 0.18 | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,080 | 42,180 | 99.76% | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| 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% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 35 | 35 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 58 | 58 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 10 | 10 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 10 | 0.00% | 0.00% | | |
| June 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 208 | 208 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 162,427 | 162,427 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,534 | 1,534 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 385 | 386 | 99.74% | 5.08% | 5,819 | 5,867 | 99.18% | 9.01% | -1.181118 | -1.718069 |
| June 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,534 | 1,534 | 100.00% | | | | | | | |
| June 2014 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| June 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,166,786 | 2,958,740 | 1.07 | | | | | | | |
| June 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1293.44 | 7,121 | 0.18 | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,460 | 41,460 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,287 | 40,380 | 99.77% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,060 | 21,060 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| June 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 6 | 66.67% | 47.14% | 2 | 2 | 100.00% | 0.00% | -0.179284 | -2.108998 |
| June 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 44 | 94 | 46.81% | 49.90% | -1.49177 | -1.906932 |
| June 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 96:44 | 3 | 32:15 | 9:08 | 13554:01 | 306 | 44:18 | 50:40 | -0.409975 | -1.249247 |
| June 2014 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 46:21 | 1 | 46:21 | 0:00 | 7907:53 | 197 | 40:08 | 80:58 | 0.504372 | -0.693364 |
| June 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS1 | Parity | N/A | 2:28 | 1 | 2:28 | 0:00 | 4:08 | 2 | 2:04 | 1:55 | -0.729003 | -1.443202 |
| June 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 45:17 | 1 | 45:17 | 0:00 | 5:19 | 1 | 5:19 | 0:00 | | |
| June 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 39:19 | 6 | 6:33 | 7:05 | 4:08 | 2 | 2:04 | 1:55 | -0.212137 | -1.12897 |
| June 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 82:28 | 4 | 20:37 | 16:48 | 24655:44 | 602 | 40:57 | 60:26 | -0.670929 | -1.407896 |
| June 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 53 | 310 | 17.10% | 37.65% | 1.399225 | -0.149332 |
| June 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 31 | 202 | 15.35% | 36.04% | -0.424728 | -1.258216 |
| June 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS1 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| June 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| June 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 6 | 16.67% | 37.27% | 0 | 2 | 0.00% | 0.00% | -0.67449 | -1.410061 |
| June 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 101 | 637 | 15.86% | 36.53% | -0.865464 | -1.526165 |
| June 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 2 | 254 | 0.79% | 8.84% | -0.518 | -1.314922 |
| June 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,026 | 0.00% | | 0 | 11,232 | 0.00% | | | |
| June 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 4 | 132 | 3.03% | 17.14% | 530 | 30,005 | 1.77% | 13.17% | 0.81661 | -0.503536 |
| June 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 70 | 1.43% | 11.87% | 1 | 450 | 0.22% | 4.71% | 0.670298 | -0.592488 |
| June 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 221 | 2.71% | 16.25% | 2 | 254 | 0.79% | 8.84% | 1.272117 | -0.226608 |

Feb 2015 PAP Aggregate Performance SD.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| June 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 16 | 81.25% | | | | | | | |
| June 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 194 | 197 | 98.48% | | | | | | | |
| June 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 149 | 160 | 93.13% | | | | | | | |
| June 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 36:50 | 2 | 18:25 | | | | | | | |
| June 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 45:58 | 22 | 2:05 | | | | | | | |
| June 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 102 | 102 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 12 | 12 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 183 | 183 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 31 | 31 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 215 | 215 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 160,242 | 160,242 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,564 | 1,564 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 536 | 538 | 99.63% | 6.09% | 5,453 | 5,515 | 98.88% | 10.54% | -1.580133 | -1.960653 |
| May 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,564 | 1,564 | 100.00% | | | | | | | |
| May 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,373,468 | 3,202,610 | 1.05 | | | | | | | |
| May 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1281,600 | 6,978 | 0.18 | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,778 | 30,420 | 97.89% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,778 | 30,420 | 97.89% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,773 | 30,420 | 97.87% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 86,280 | 86,280 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 83,850 | 83,850 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,500 | 22,500 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 41 | 66 | 62.12% | 48.51% | -0.158733 | -1.096503 |
| May 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 26:24 | 1 | 26:24 | 0:00 | 5115:43 | 204 | 25:05 | 19:34 | 0.524401 | -0.681187 |
| May 2014 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 25:42 | 1 | 25:42 | 0:00 | 4593:03 | 169 | 27:11 | 23:59 | -0.06144 | -1.037353 |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 0:02 | 1 | 0:02 | 0:00 | | | | | | |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 6:27 | 3 | 2:09 | 1:11 | 1:33 | 1 | 1:33 | 0:00 | | |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 5:42 | 2 | 2:51 | 2:03 | 11267:53 | 446 | 25:16 | 22:17 | -1.41958 | -1.863044 |
| May 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 39 | 207 | 18.84% | 39.10% | 0.869424 | -0.471428 |
| May 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 26 | 175 | 14.86% | 35.57% | -0.41654 | -1.253238 |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 0 | 1 | 0.00% | 0.00% | -0.67449 | -1.410061 |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 75 | 473 | 15.86% | 36.53% | -0.612615 | -1.372444 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 1 | 254 | 0.39% | 6.26% | -0.365557 | -1.222243 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,026 | 0.01% | 1.05% | 0 | 11,472 | 0.00% | | | |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 100 | 2.00% | 14.00% | 399 | 30,268 | 1.32% | 11.41% | 0.301962 | -0.81642 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 72 | 0.00% | | 0 | 450 | 0.00% | | | |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 222 | 1.35% | 11.55% | 1 | 254 | 0.39% | 6.26% | 0.634237 | -0.614411 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 891 | 0.22% | 4.73% | 473 | 46,784 | 1.01% | 10.00% | -2.324878 | -2.413425 |
| May 2014 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 178 | 207 | 85.99% | 34.71% | -0.402664 | -1.244802 |
| May 2014 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 161 | 175 | 92.00% | 27.13% | 1.370745 | -0.166646 |
| May 2014 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,320 | 0.00% | 0.00% | | | | | | -3 |
| May 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| May 2014 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,320 | 0.00% | | | | | | | |
| May 2014 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,493 | 0.00% | | | | | | | |
| May 2014 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 102 | 105 | 97.14% | 16.66% | -0.493769 | -1.30019 |
| May 2014 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 68 | 73 | 93.15% | 25.26% | -0.586583 | -1.356617 |
| May 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 33 | 33 | 100.00% | 0.00% | 81 | 81 | 100.00% | 0.00% | | |
| May 2014 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 1 | 2.00 | 0.00 | 167 | 49 | 3.41 | 3.46 | -0.403174 | -1.245112 |
| May 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 45 | 47 | 95.74% | 20.18% | 244 | 260 | 93.85% | 24.03% | -0.498427 | -1.303022 |
| May 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 259 | 259 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2760.67 | 18,884 | 0.15 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10871.37 | 17,342 | 0.63 | | | | | | | |

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|------------|---------------------------------|--------------|--|---------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 13632.04 | 18,884 | 0.72 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1513.48 | 5,345 | 0.28 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1651.18 | 5,345 | 0.31 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 378.81 | 1,302 | 0.29 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 63.21 | 1,037 | 0.06 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 442.02 | 1,302 | 0.34 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2589.88 | 4,221 | 0.61 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 21251.20 | 4,155 | 5.11 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 23841.08 | 4,221 | 5.65 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5347.93 | 8,934 | 0.60 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 11833.93 | 8,934 | 1.32 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1091.63 | 1,238 | 0.88 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1180.64 | 1,218 | 0.97 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2272.27 | 1,238 | 1.84 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1735.23 | 6,199 | 0.28 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 5576.32 | 12,352 | 0.45 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 7311.55 | 6,199 | 1.18 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 53.71 | 1,258 | 0.04 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 705.85 | 2,331 | 0.30 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1497.49 | 1,259 | 1.19 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2257.05 | 2,331 | 0.97 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1370.24 | 3,651 | 0.38 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 70936.56 | 3,649 | 19.44 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 72306.80 | 3,651 | 19.80 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 20758.25 | 7,312 | 2.84 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 23766.54 | 5,061 | 4.70 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67646.64 | 6,399 | 10.57 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 39493.49 | 8,198 | 4.82 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 21004.88 | 1,063 | 19.76 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 9598.37 | 1,736 | 5.53 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 29908.41 | 5,894 | 5.07 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 5133.78 | 3,779 | 1.36 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 9737.07 | 1,894 | 5.14 | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 171 | 236 | 72.46% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 155 | 219 | 70.78% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 171 | 175 | 97.71% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 155 | 163 | 95.09% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 4:43 | 2 | 2:22 | | | | | | | |
| May 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 51:15 | 20 | 2:34 | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 110 | 110 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 166 | 166 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 54 | 54 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| April 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 211 | 211 | 100.00% | | | | | | | |
| April 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 156,101 | 156,101 | 100.00% | | | | | | | |
| April 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,598 | 1,598 | 100.00% | | | | | | | |
| April 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 382 | 386 | 98.96% | 10.13% | 5,921 | 5,974 | 99.11% | 9.38% | 0.105233 | -0.936023 |
| April 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,598 | 1,598 | 100.00% | | | | | | | |
| April 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,560,409 | 3,398,255 | 1.05 | | | | | | | |
| April 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1360.75 | 7,618 | 0.18 | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,080 | 28,080 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,080 | 28,080 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,080 | 28,080 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 83,520 | 83,520 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 81,480 | 81,480 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| April 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |

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

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