



Qwest Corporation (Qwest or CTL-Q) Performance Results

Minnesota June 2013 - June 2014

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

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,004	1,004	100.00%							
June 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,849,480	2,862,382	99.55%							
June 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,646	13,646	100.00%							
June 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,287	7,297	99.86%	3.70%	72,725	73,169	99.39%	7.77%	-4.927313	-3.995594
June 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13,635	13,635	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	8573.86	47,203	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-11B-RD	LNP Trouble Reports Cleared within 48 Hours	LNP	Diagnostic	N/A	0	1	0.00%							
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	105	134	78.36%	41.18%	34	43	79.07%	40.68%	-0.27049	-2.164446
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%	1	1	100.00%	0.00%	1.34898	-1.179878
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	32	38	84.21%							
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	23	33	69.70%							
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	163	220	74.09%	43.81%	33	41	80.49%	39.63%	1.318756	-1.198254
June 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	0	1	0.00%							
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21	28	75.00%	43.30%	21	26	80.77%	39.41%	0.357632	-1.782574
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
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	33	39	84.62%							
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15	20	75.00%	43.30%	21	26	80.77%	39.41%	0.236452	-1.856246
June 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	9	10	90.00%	30.00%	549	741	74.09%	43.81%	-1.140686	-1.693488
June 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1563:35	55	28:26	25:44	191432:29	5,579	34:19	32:51	-1.321924	-1.803673
June 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	1043:17	37	28:12	32:53	23793:58	1,000	23:48	47:44	0.990356	-0.397906
June 2014	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	2:29	3	0:50	0:58	2326:56	228	10:12	13:42	-1.17722	-1.715699
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	8:53	1	8:53	0:00	119:48	33	3:38	3:01	1.644854	0
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	437:16	134	3:16	2:13	119:48	33	3:38	3:01	-0.625982	-1.38057
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	38:03	3	12:41	3:44	2:28	1	2:28	0:00		
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	152:55	38	4:01	5:27	30:26	6	5:04	2:21	-1.012944	-1.615826
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	119:46	33	3:38	1:36	30:26	6	5:04	2:21	-1.380344	-1.839189
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	766:29	220	3:29	2:59	111:40	31	3:36	3:07	-0.198013	-1.120383
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi	Parity	N/A	6:49	1	6:49	0:00	119:48	33	3:38	3:01	1.170002	-0.288689
June 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	2445:20	207	11:49	10:43	207825:57	6,333	32:49	32:42	-9.093571	-6.528498
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	0:44	1	0:44	0:00	69:04	19	3:38	3:39	-0.774733	-1.471004
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	107:43	28	3:51	5:05	69:04	19	3:38	3:39	0.224973	-0.863226
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:00	1	1:00	0:00						
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	149:25	39	3:50	4:28						
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	74:33	20	3:44	3:46	69:04	19	3:38	3:39	0.150969	-0.908217
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	1060:49	81	13:06	10:33	27136:46	1,194	22:44	44:15	-1.895519	-2.152394
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	162	5,583	2.90%	16.79%	69	2,541	2.72%	16.25%	0.478724	-0.708956
June 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	95,229	0.00%	0.05%	1	81,190	0.00%	0.35%	1.144476	-0.304208
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	108	5,228	2.07%	14.22%	7,296	432,097	1.69%	12.88%	2.104638	0.279529
June 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	215	0.00%		69	2,742	2.52%	15.66%	-2.268571	-2.379193
June 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39	5,558	0.70%	8.35%	6	3,356	0.18%	4.22%	5.662162	2.44235
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	72	12,183	0.59%	7.66%	6	3,358	0.18%	4.22%	5.009041	2.04528
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	240	12,216	1.96%	13.88%	67	2,314	2.90%	16.77%	-2.448421	-2.488534
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	64	1.56%	12.40%	69	2,723	2.53%	15.72%	-0.488818	-1.29718
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	288	55,620	0.52%	7.18%	8,166	551,803	1.48%	12.07%	-17.910035	-11.888528
June 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	48	60	80.00%	40.00%	5,272	5,854	90.06%	29.92%	2.180991	0.325948
June 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	29	40	72.50%	44.65%	911	1,033	88.19%	32.27%	2.470813	0.502148
June 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	8	8	100.00%	0.00%	400	409	97.80%	14.67%	-0.420175	-1.255448
June 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	6	43,152	0.01%	0.12%						-2.957002
June 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	2	27,688	0.01%	0.09%						-2.980705
June 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	43,272	0.03%							
June 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	27,688	0.01%							

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June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	7	3	2.33	2.52	10,230	118	86.69	192.69	-0.748843	-1.455264
June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00	0.00						
June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	167	17	9.82	30.01	28	1	28.00	0.00		
June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	395	10	39.50	38.45	14,084	158	89.14	178.94	-0.850738	-1.517212
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	3	0.00%	0.00%	20	118	16.95%	37.52%	-0.7727	-1.469768
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	17	5.88%	23.53%	0	1	0.00%	0.00%		
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	6	10	60.00%	48.99%	29	158	18.35%	38.71%	3.719016	1.261001
June 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	95	97	97.94%	14.21%	1,852	1,899	97.53%	15.54%	-0.255453	-1.155305
June 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	25	26	96.15%	19.23%	232	241	96.27%	18.96%	-0.379019	-1.230427
June 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	108	108	100.00%	0.00%	1,489	1,490	99.93%	2.59%	-0.260057	-1.158104
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	12	14	85.71%							
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	12	12	100.00%	0.00%	13	13	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	108	111	97.30%							
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	198	218	90.83%							
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	133	160	83.13%	37.45%	3	3	100.00%	0.00%	-0.198554	-1.120712
June 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	285	317	89.91%							
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	34	34	100.00%							
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	71	72	98.61%							
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	6	7	85.71%	34.99%	-0.509175	-1.309556
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	33	33	100.00%							
June 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	272	44	6.18	3.86	6,007	1,372	4.38	3.33	2.365618	0.438194
June 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	38	9	4.22	2.54	518	178	2.91	2.40	1.41183	-0.141668
June 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	3	4	0.75	0.50	593	484	1.23	0.67	-1.420474	-1.863587
June 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	64	11	5.82							
June 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	76	28	2.71							
June 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	69	2.87							
June 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	753	138	5.46							
June 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,316	266	4.95							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	121	26	4.65							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	11	3.36							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	2	2.00							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	133	27	4.93							
June 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	43	43	100.00%							
June 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,119	3,132	99.58%							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3566.22	24,357	0.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10195.64	16,705	0.61							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13761.86	24,357	0.57							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1654.23	5,572	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1871.63	5,572	0.34							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	629.30	2,280	0.28							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	48.57	795	0.06							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	677.87	2,280	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2966.94	4,664	0.64							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	19420.31	3,343	5.81							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	22387.25	4,664	4.80							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6332.93	10,058	0.63							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12818.93	10,058	1.27							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1640.02	1,832	0.90							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	984.04	973	1.01							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2624.06	1,832	1.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1960.10	6,563	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4816.36	11,142	0.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6776.46	6,563	1.03							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	66.66	1,024	0.07							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1033.17	3,179	0.32							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1231.04	1,025	1.20							

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June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2330.87	3,179	0.73							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1660.68	4,459	0.37							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61049.94	3,183	19.18							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62710.62	4,459	14.06							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12237.43	7,032	1.74							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	20460.15	4,824	4.24							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	62082.99	6,210	10.00							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29010.77	7,869	3.69							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	19741.75	1,015	19.45							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6403.53	1,640	3.90							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23392.90	5,614	4.17							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2300.50	3,711	0.62							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7004.22	1,777	3.94							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,352	3,881	86.37%							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,301	1,792	72.60%							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,283	1,735	73.95%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,352	3,413	98.21%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,301	1,360	95.66%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,283	1,292	99.30%							
June 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	194:05	13	14:56							
June 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	602:44	240	2:31							
June 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	970	970	100.00%							
June 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,059	1,059	100.00%							
June 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,148	3,148	100.00%							
June 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	264	264	100.00%							
June 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	920	928	99.14%							
June 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	448	448	100.00%							
June 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
June 2014	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELS	Benchmark	90.00%	0	1	0.00%							
June 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	8	8	100.00%							
June 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	29	29	100.00%							
June 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	3	0.00%	0.00%	8	108	7.41%	26.19%	-0.831982	-1.505809
June 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	8	91	8.79%	28.32%	4	54	7.41%	26.19%	-0.3076	-1.187007
May 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,161	1,161	100.00%							
May 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,936,758	2,939,727	99.90%							
May 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	13,737	13,737	100.00%							
May 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	8,728	8,733	99.94%	2.39%	70,444	70,742	99.58%	6.48%	-4.955046	-4.012454
May 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	13,737	13,737	100.00%							
May 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	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	8366.97	45,556	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-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	84	110	76.36%	42.48%	35	47	74.47%	43.60%	-0.498924	-2.303324
May 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	14	18	77.78%							
May 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	28	37	75.68%							
May 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	119	158	75.32%	43.12%	30	43	69.77%	45.93%	-1.404904	-2.854122
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	15	66.67%	47.14%	12	13	92.31%	26.65%	2.38117	-0.552352
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	20	24	83.33%							
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	10	14	71.43%	45.18%	12	13	92.31%	26.65%	1.785538	-0.91447
May 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	12	66.67%	47.14%	550	680	80.88%	39.32%	0.888368	-0.459911
May 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	960:02	47	20:26	17:17	131857:22	5,248	25:08	24:32	-1.30719	-1.794715

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	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	462:54	31	14:56	11:50	16654:14	858	19:25	20:31	-1.194242	-1.726048
May 2014	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	29:58	5	6:00	7:34	1000:32	185	5:24	8:49	0.355787	-0.783697
May 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	637:46	110	5:48	19:08	201:51	39	5:11	8:29	-0.255936	-1.155598
May 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	55:55	18	3:06	1:52	11:12	4	2:48	1:17	0.178921	-0.891224
May 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	454:01	37	12:16	42:46	11:12	4	2:48	1:17	0.143367	-0.912839
May 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	714:31	158	4:31	9:37	200:00	37	5:24	8:40	-0.558264	-1.3394
May 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	3267:02	251	13:01	44:16	142659:02	5,916	24:07	24:19	-7.081916	-5.305499
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	65:36	15	4:22	3:00	26:17	10	2:38	0:59	2.096927	0.274841
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	29:08	2	14:34	3:02						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:04	1	2:04	0:00						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	109:11	24	4:33	5:41						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	40:46	14	2:55	2:07						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	489:13	45	10:52	9:25	19723:12	1,048	18:49	20:10	-2.589604	-2.574367
May 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	3	54	5.56%	22.91%	759	5,549	13.68%	34.36%	-1.728679	-2.050962
May 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	7	33	21.21%	40.88%	118	883	13.36%	34.03%	1.033096	-0.371922
May 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	10	0.00%	0.00%	48	331	14.50%	35.21%	-1.283111	-1.780076
May 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	110	12.73%	33.33%	16	48	33.33%	47.14%	-2.526909	-2.536252
May 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	18	11.11%	31.43%	0	4	0.00%	0.00%	-0.418851	-1.254644
May 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	37	0.00%	0.00%	0	4	0.00%	0.00%		
May 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	23	158	14.56%	35.27%	16	48	33.33%	47.14%	-2.41676	-2.469286
May 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	14	251	5.58%	22.95%	868	6,457	13.44%	34.11%	-3.583959	-3.178893
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	15	13.33%	33.99%	1	13	7.69%	26.65%	-0.13971	-1.084938
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	24	8.33%	27.64%						
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	14	0.00%	0.00%	1	13	7.69%	26.65%	-0.749485	-1.455655
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	45	2.22%	14.74%	156	1,101	14.17%	34.87%	-2.252502	-2.369424
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	125	5,637	2.22%	14.73%	60	2,560	2.34%	15.13%	-0.350164	-1.212884
May 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	95,039	0.00%	0.00%	3	81,742	0.00%	0.61%	-0.541789	-1.329384
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	97	5,063	1.92%	13.71%	6,763	436,707	1.55%	12.35%	2.104007	0.279145
May 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	209	0.00%	0.00%	61	2,762	2.21%	14.70%	-2.09477	-2.27353
May 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19	5,543	0.34%	5.84%	4	3,381	0.12%	3.44%	2.992378	0.819236
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	61	12,187	0.50%	7.06%	4	3,383	0.12%	3.44%	5.724423	2.480202
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	172	12,304	1.40%	11.74%	56	2,333	2.40%	15.31%	-2.900314	-2.763265
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	0	64	0.00%	0.00%	61	2,744	2.22%	14.74%	-1.192444	-1.724955
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	296	56,504	0.52%	7.22%	7,558	556,906	1.36%	11.57%	-16.311843	-10.916896
May 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	47	54	87.04%	33.59%	4,997	5,544	90.13%	29.82%	0.572505	-0.651942
May 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	28	33	84.85%	35.86%	811	888	91.33%	28.14%	0.984325	-0.401573
May 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	9	10	90.00%	30.00%	327	331	98.79%	10.93%	1.084614	-0.340601
May 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	22	42,744	0.05%	0.27%						
May 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	4	27,688	0.01%	0.16%						
May 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	27	42,912	0.06%							
May 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	4	27,688	0.01%							
May 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	89	5	17.80	17.50	8,918	104	85.75	198.09	-0.749243	-1.455507
May 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	26	2	13.00	0.00						
May 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	19	8	2.38	6.72	7	1	7.00	0.00		
May 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	384	15	25.60	34.74	12,903	147	87.78	178.48	-1.285207	-1.781351
May 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	2	5	40.00%	48.99%	15	104	14.42%	35.13%	1.911036	0.161827
May 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%						
May 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	0	1	0.00%	0.00%		
May 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	10	15	66.67%	47.14%	28	147	19.05%	39.27%	3.719016	1.261001
May 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	124	129	96.12%	19.30%	1,810	1,855	97.57%	15.39%	0.765774	-0.534442
May 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	40	40	100.00%	0.00%	243	247	98.38%	12.62%	-0.752774	-1.457654
May 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	5	5	100.00%							
May 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	200	200	100.00%	0.00%	1,619	1,622	99.82%	4.30%	-0.574385	-1.349202
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	87	93	93.55%							
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	249	256	97.27%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	128	130	98.46%	12.31%	2	2	100.00%	0.00%	-1.878047	-2.141771
May 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	304	320	95.00%							
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	21	21	100.00%							
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	10	10	100.00%							
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	58	58	100.00%							
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	9	9	100.00%	0.00%	1	1	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	42	42	100.00%							
May 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	214	35	6.11	3.67	5,027	1,284	3.92	3.20	3.719016	1.261001
May 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	35	7	5.00	3.00	488	164	2.98	2.31	1.739198	0.057357
May 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	20	5	4.00							
May 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	5	5	1.00	0.00	571	521	1.10	0.47	-0.45774	-1.278286
May 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	14	3	4.67							
May 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	112	39	2.87							
May 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	363	131	2.77							
May 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	501	117	4.28							
May 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,333	275	4.85							
May 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	38	10	3.80							
May 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	18	6	3.00							
May 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	20	8	2.50							
May 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	34	9	3.78							
May 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	195	39	5.00							
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	5	5	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	353	369	95.66%	20.37%	3,361	3,729	90.13%	29.82%	-3.399251	-3.066598
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Sub-Loop Unbundling	Diagnostic	N/A	5	5	100.00%							
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	101	103	98.06%	13.80%	23	24	95.83%	19.98%	-0.491229	-1.298646
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	309	314	98.41%	12.52%	23	24	95.83%	19.98%	-0.608303	-1.369822
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	136	139	97.84%	14.53%	4	4	100.00%	0.00%	-1.390744	-1.845512
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	356	362	98.34%	12.77%	2,422	2,629	92.13%	26.93%	-4.117074	-3.503004
May 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	38	38	100.00%							
May 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,285	4,286	99.98%							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2760.67	18,884	0.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10871.37	17,342	0.63							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13632.04	18,884	0.72							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1513.48	5,345	0.28							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1651.18	5,345	0.31							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	378.81	1,302	0.29							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	63.21	1,037	0.06							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	442.02	1,302	0.34							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2589.88	4,221	0.61							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21251.20	4,155	5.11							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	23841.08	4,221	5.65							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5347.93	8,934	0.60							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11833.93	8,934	1.32							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1091.63	1,238	0.88							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1180.64	1,218	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2272.27	1,238	1.84							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1735.23	6,199	0.28							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5576.32	12,352	0.45							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7311.55	6,199	1.18							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	53.71	1,258	0.04							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	705.85	2,331	0.30							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1497.49	1,259	1.19							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2257.05	2,331	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1370.24	3,651	0.38							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	70936.56	3,649	19.44							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	72306.80	3,651	19.80							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	20758.25	7,312	2.84							

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-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	2,934	3,541	82.86%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,335	1,805	73.96%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,451	2,020	71.83%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,934	3,004	97.67%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,335	1,396	95.63%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,451	1,473	98.51%							
May 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	79:34	4	19.53							
May 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	589:45	249	2:22							
May 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	979	979	100.00%							
May 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,238	1,238	100.00%							
May 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,690	2,690	100.00%							
May 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	249	249	100.00%							
May 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	904	913	99.01%							
May 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	542	542	100.00%							
May 2014	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
May 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	11	11	100.00%							
May 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	18	18	100.00%							
May 2014	Pre-Ordering	PO-9A	Non-Designated Services	Non-Designated Services	Parity	N/A	0	4	0.00%	0.00%	4	88	4.55%	20.83%	-0.972343	-1.591142
May 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	16	47	34.04%	47.39%	2	44	4.55%	20.83%	-6.75067	-5.104116
April 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,063	1,063	100.00%							
April 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,945,172	2,946,458	99.96%							
April 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	14,396	14,396	100.00%							
April 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,756	7,766	99.87%	3.59%	67,434	67,783	99.49%	7.16%	-4.503255	-3.737785
April 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	14,396	14,396	100.00%							
April 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	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	8588.00	48,079	0.18							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	83,520	83,520	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	81,480	81,480	100.00%							
April 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	110	144	76.39%	42.47%	16	22	72.73%	44.54%	-0.718338	-2.436718
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	2	2	100.00%	0.00%		
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	22	27	81.48%							
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	12	15	80.00%							
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	165	204	80.88%	39.32%	18	24	75.00%	43.30%	-1.259024	-2.765432
April 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSL	Diagnostic	N/A	0	1	0.00%							
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30	36	83.33%	37.27%	16	20	80.00%	40.00%	-0.597614	-2.363324
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%	0	-2
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	26	28	92.86%							
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18	25	72.00%	44.90%	16	20	80.00%	40.00%	0.52725	-1.679454
April 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	15	53.33%	49.89%	574	674	85.16%	35.55%	2.655174	0.614231
April 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	2	50.00%	50.00%	5,158	6,226	82.85%	37.70%	0.484968	-0.70516
April 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1130:56	56	20:12	13:32	87441:58	4,487	19:29	22:37	0.470497	-0.713958
April 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	51:21	2	25:40	2:50	95918:34	4,978	19:16	22:07	1.002712	-0.390395
April 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	222:16	15	14:49	10:40	14445:23	759	19:02	22:25	-0.721175	-1.438444
April 2014	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	34:18	5	6:52	9:49	1203:34	192	6:16	10:59	0.473299	-0.712255

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	476:29	143	3:20	3:11	68:25	15	4:34	4:41	-0.967161	-1.587992
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:48	5	0:46	0:24	0:19	2	0:10	0:04	1.131131	-0.312321
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	100:22	27	3:43	2:59	38:59	10	3:54	1:50	-0.265777	-1.161577
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	74:07	15	4:56	8:25	38:59	10	3:54	1:50	-0.050154	-1.030491
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	675:01	204	3:19	3:42	75:23	17	4:26	4:24	-1.014119	-1.616541
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	14:03	1	14:03	0:00	75:23	17	4:26	4:24	1.200359	-0.270234
April 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	5305:17	231	22:58	58:07	97094:55	5,172	18:46	21:56	2.841961	0.727779
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	103:47	36	2:53	1:46	83:48	20	4:11	5:06	-0.918006	-1.558108
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	14:59	1	14:59	0:00	0:02	1	0:02	0:00		
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:41	1	3:41	0:00						
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	64:49	28	2:19	1:11						
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	97:28	25	3:54	4:59	83:48	20	4:11	5:06	-0.190206	-1.115637
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	415:32	44	9:27	10:17	16607:04	925	17:57	20:58	-2.630386	-2.599161
April 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	12	63	19.05%	39.27%	627	4,716	13.30%	33.95%	1.137443	-0.308484
April 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	6	13	46.15%	49.85%	-1.218899	-1.741038
April 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	15	6.67%	24.94%	93	784	11.86%	32.33%	-0.616453	-1.374777
April 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	11	9.09%	28.75%	44	304	14.47%	35.18%	-0.498476	-1.303052
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30	144	20.83%	40.61%	9	25	36.00%	48.00%	-1.458333	-1.886604
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	5	0.00%	0.00%	0	2	0.00%	0.00%		
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	27	0.00%	0.00%	2	12	16.67%	37.27%	-1.289007	-1.78366
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	15	6.67%	24.94%	2	12	16.67%	37.27%	-0.69282	-1.421205
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	33	204	16.18%	36.82%	9	25	36.00%	48.00%	-1.948979	-2.184895
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSL	Parity	N/A	0	1	0.00%	0.00%	9	25	36.00%	48.00%	-0.735436	-1.447113
April 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	13	231	5.63%	23.05%	740	5,599	13.22%	33.87%	-3.337561	-3.029093
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	36	8.33%	27.64%	4	20	20.00%	40.00%	-1.045825	-1.635816
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	28	7.14%	25.75%						
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	25	12.00%	32.50%	4	20	20.00%	40.00%	-0.666667	-1.405305
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	12	44	27.27%	44.54%	123	979	12.56%	33.14%	2.391357	0.453842
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	180	5,733	3.14%	17.44%	42	2,603	1.61%	12.60%	5.125118	2.11585
April 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	6	95,375	0.01%	0.79%	3	82,894	0.00%	0.60%	0.935333	-0.431358
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	89	4,950	1.80%	13.29%	5,804	441,095	1.32%	11.40%	2.960412	0.799803
April 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	201	1.00%	9.93%	45	2,803	1.61%	12.57%	-0.665108	-1.404357
April 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28	5,540	0.51%	7.09%	12	3,377	0.36%	5.95%	1.15519	-0.297694
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	43	12,083	0.36%	5.95%	12	3,379	0.36%	5.95%	0.006368	-0.996128
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	229	12,450	1.84%	13.44%	44	2,381	1.85%	13.47%	-0.028567	-1.017368
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	1	65	1.54%	12.31%	45	2,786	1.62%	12.61%	-0.048528	-1.029053
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	275	57,635	0.48%	6.89%	6,578	562,136	1.17%	10.75%	-14.734505	-9.957943
April 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	57	63	90.48%	29.35%	4,344	4,716	92.11%	26.96%	0.303586	-0.815433
April 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	12	15	80.00%	40.00%	714	784	91.07%	28.52%	1.035832	-0.370259
April 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	10	11	90.91%	28.75%	297	304	97.70%	15.00%	0.674615	-0.589863
April 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	14	43,008	0.03%	0.21%						-2.899704
April 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	27,688	0.00%	0.01%						-2.995605
April 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	15	43,056	0.04%							
April 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	27,688	0.00%							
April 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	18	2	9.00	9.90	8,133	84	96.82	211.70	-0.579807	-1.352498
April 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00	0.00	3	1	3.00	0.00		
April 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	1.00	0.00	3	1	3.00	0.00		
April 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	263	7	37.57	24.66	11,832	128	92.44	183.48	-0.770375	-1.468355
April 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	2	50.00%	50.00%	10	84	11.90%	32.38%	2.197286	0.335855
April 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	1	1	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
April 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	100.00%	0.00%		1	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	6	7	85.71%	34.99%	26	128	20.31%	40.23%	3.719016	1.261001
April 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	96	98	97.96%	14.14%	1,778	1,808	98.34%	12.77%	0.008427	-0.994877
April 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	22	22	100.00%	0.00%	211	212	99.53%	6.85%	-0.307348	-1.186854
April 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	0	2	0.00%							
April 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	159	159	100.00%	0.00%	1,642	1,642	100.00%	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
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	18	19	94.74%							
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	90	91	98.90%		18	18	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	204	208	98.08%							
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	134	137	97.81%	14.63%	6	7	85.71%	34.99%	-0.892051	-1.542329
April 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	315	321	98.13%							
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	33	33	100.00%							
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	9	100.00%	0.00%	7	7	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	59	59	100.00%							
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	3	3	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	31	100.00%							
April 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	164	33	4.97	2.01	4,820	1,316	3.66	2.44	3.719016	1.261001
April 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	11	4	2.75	1.50	405	144	2.81	2.42	-0.050997	-1.031004
April 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	12	2	6.00							
April 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	2	5	0.40	0.55	684	618	1.11	0.52	-3.008091	-2.82879
April 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	46	11	4.18							
April 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	59	31	1.90							
April 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	118	48	2.46							
April 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	402	109	3.69							
April 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	966	211	4.58							
April 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	75	16	4.69							
April 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	37	13	2.85							
April 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	22	5	4.40							
April 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	126	27	4.67							
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	25	25	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	265	279	94.98%	21.83%	3,353	3,664	91.51%	27.87%	-2.004764	-2.21881
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Sub-Loop Unbundling	Diagnostic	N/A	2	2	100.00%							
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	90	92	97.83%	14.58%	9	10	90.00%	30.00%	-0.783461	-1.47631
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	265	267	99.25%	8.62%	9	10	90.00%	30.00%	-0.957371	-1.58204
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	140	142	98.59%	11.78%	9	10	90.00%	30.00%	-0.875332	-1.532164
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	342	352	97.16%	16.61%	2,372	2,541	93.35%	24.92%	-2.688625	-2.634568
April 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	11	11	100.00%							
April 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,919	2,932	99.56%							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4703.47	31,200	0.15							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14688.08	24,958	0.59							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	19391.55	31,200	0.62							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2185.83	7,319	0.30							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2478.22	7,319	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	746.10	2,546	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	112.77	1,658	0.07							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	858.87	2,546	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3824.81	5,939	0.64							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25690.09	5,270	4.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	29514.90	5,939	4.97							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8583.70	13,524	0.63							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	45999.58	31,577	1.46							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	54583.28	13,524	4.04							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1818.56	2,011	0.90							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1102.02	1,634	0.67							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.58	2,011	1.45							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2679.37	9,241	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5383.03	17,602	0.31							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8062.40	9,241	0.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	93.25	1,504	0.06							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1093.31	3,419	0.32							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1811.20	1,504	1.20							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2997.76	3,419	0.88							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2321.12	5,882	0.39							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	101505.64	5,284	19.21							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	103826.76	5,882	17.65							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12683.62	6,827	1.86							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	17418.93	4,701	3.71							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56862.65	5,956	9.55							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29038.93	7,636	3.80							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18963.12	968	19.59							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6468.17	1,635	3.96							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22180.23	5,497	4.03							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8091.91	3,527	2.29							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6145.14	1,744	3.52							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,034	3,529	85.97%							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,558	2,002	77.82%							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,454	1,924	75.57%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,034	3,088	98.25%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	1,558	1,623	96.00%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,454	1,461	99.52%							
April 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	130:19	9	14:29							
April 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	565:58	253	2:14							
April 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	1,174	1,174	100.00%							
April 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,255	1,255	100.00%							
April 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,831	2,831	100.00%							
April 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	232	232	100.00%							
April 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	923	927	99.57%							
April 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	439	439	100.00%							
April 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	9	9	100.00%							
April 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	64	64	100.00%							
April 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	2	0.00%	0.00%	0	60	0.00%	0.00%		
April 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	5	23	21.74%	41.25%	0	30	0.00%	0.00%		
March 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	973	973	100.00%							
March 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,965,262	2,978,448	99.56%							
March 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	14,478	14,478	100.00%							
March 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	5,372	5,387	99.72%	5.27%	62,050	62,715	98.94%	10.24%	-5.376784	-4.268852
March 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	14,478	14,478	100.00%							
March 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	2	2	100.00%							
March 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
March 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,026,083	2,878,543	1.05							
March 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	10153.72	43,923	0.23							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,792	29,880	99.71%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	85,680	85,680	100.00%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	83,130	83,130	100.00%							
March 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
March 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	99	127	77.95%	41.46%	20	25	80.00%	40.00%	-0.14547	-2.088438
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	3	4	75.00%	43.30%	1	2	50.00%	50.00%	-1.1547	-2.702008
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	14	16	87.50%							
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	42	46	91.30%							
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	166	219	75.80%	42.83%	22	29	75.86%	42.79%	-0.504064	-2.30645
March 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSL	Diagnostic	N/A	0	1	0.00%							
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23	26	88.46%	31.95%	14	19	73.68%	44.03%	-2.223758	-3.35195
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	3	3	100.00%							
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	21	27	77.78%							
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	28	41	68.29%	46.53%	14	19	73.68%	44.03%	0.211014	-1.871714
March 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	10	80.00%	40.00%	522	606	86.14%	34.55%	0.207626	-0.873773
March 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	4,559	5,396	84.49%	36.20%	-0.428438	-1.260472
March 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1568:48	27	58:06	83:32	75162:15	3,792	19:49	24:24	3.719016	1.261001

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	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	22:54	1	22:54	0.00	82999:20	4,240	19:35	24:33	0.683961	-0.584181
March 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	306:27	17	18:02	17.56	12705:00	717	17:43	40:48	0.498687	-0.69682
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	511:54	127	4:02	5:33	87:06	20	4:21	5:31	-0.244263	-1.148501
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	9:33	4	2:23	2:27	32:52	2	16:26	23:10	-0.700003	-1.425571
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	48:32	16	3:02	3:22	22:11	5	4:26	3:04	-0.893145	-1.542994
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	113:35	46	2:28	1:01	22:11	5	4:26	3:04	-1.362421	-1.828293
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	1026:54	219	4:41	7:51	107:44	24	4:29	5:10	0.030084	-0.98171
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	6:08	1	6:08	0.00	107:44	24	4:29	5:10	0.476104	-0.710549
March 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1386:01	214	6:29	5:44	84123:27	4,408	19:05	24:19	-7.406282	-5.5027
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	4:25	1	4:25	0.00	103:05	17	6:04	7:55	-0.202297	-1.122988
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	68:54	26	2:39	1:58	103:05	17	6:04	7:55	-1.38324	-1.84095
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:44	2	2:52	2:03						
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7:43	3	2:34	0:42						
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	119:08	27	4:25	5:26						
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	177:54	41	4:20	4:06	103:05	17	6:04	7:55	-0.755628	-1.459389
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	464:12	49	9:28	7:24	14405:11	850	16:57	37:52	-1.343598	-1.81685
March 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	5	31	16.13%	36.78%	459	4,037	11.37%	31.74%	0.597315	-0.636858
March 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	2	0.00%	0.00%	5	16	31.25%	46.35%	-0.898933	-1.546513
March 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	19	5.26%	22.33%	86	745	11.54%	31.95%	-0.845989	-1.514325
March 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	1	0.00%	0.00%	37	279	13.26%	33.92%	-0.390316	-1.237295
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	127	11.02%	31.32%	9	29	31.03%	46.26%	-2.101677	-2.277729
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	4	0.00%	0.00%	0	2	0.00%	0.00%		
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	16	0.00%	0.00%	2	5	40.00%	48.99%	-1.593638	-1.968863
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	46	13.04%	33.68%	2	5	40.00%	48.99%	-1.168522	-1.710411
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	42	219	19.18%	39.37%	9	29	31.03%	46.26%	-1.29691	-1.788465
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSL	Parity	N/A	0	1	0.00%	0.00%	9	29	31.03%	46.26%	-0.659545	-1.400975
March 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	15	214	7.01%	25.53%	547	4,848	11.28%	31.64%	-1.933798	-2.175666
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	2	19	10.53%	30.69%	-0.334312	-1.203247
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	26	19.23%	39.41%	2	19	10.53%	30.69%	0.361766	-0.780062
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	27	0.00%	0.00%						
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	9	41	21.95%	41.39%	2	19	10.53%	30.69%	0.686531	-0.582619
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	7	49	14.29%	34.99%	114	906	12.58%	33.17%	0.177462	-0.892111
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	153	5,804	2.64%	16.02%	44	2,660	1.65%	12.75%	3.288174	0.999068
March 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	6	96,743	0.01%	0.79%	2	83,350	0.00%	0.49%	1.64257	-0.001388
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	51	5,050	1.01%	10.00%	5,061	445,529	1.14%	10.60%	-0.840521	-1.511
March 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	2	190	1.05%	10.21%	48	2,862	1.68%	12.84%	-0.649159	-1.39466
March 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19	5,590	0.34%	5.82%	5	3,404	0.15%	3.83%	2.318064	0.409283
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	73	12,146	0.60%	7.73%	5	3,406	0.15%	3.83%	6.118846	2.719994
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	260	12,605	2.06%	14.21%	48	2,429	1.98%	13.92%	0.280641	-0.829383
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	1	65	1.54%	12.31%	48	2,847	1.69%	12.87%	-0.091344	-1.055533
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	263	58,476	0.45%	6.69%	5,754	567,267	1.01%	10.02%	-12.972771	-8.886885
March 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	22	31	70.97%	45.39%	3,683	4,037	91.23%	28.28%	3.059458	0.860018
March 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	17	19	89.47%	30.69%	698	745	93.69%	24.31%	0.392515	-0.761368
March 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	274	279	98.21%	13.27%	-0.134844	-1.08198
March 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	20	43,368	0.05%	0.27%						-2.861273
March 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	27,736	0.01%	0.05%						-2.984814
March 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	20	43,368	0.05%							
March 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	27,736	0.01%							
March 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,556	8	194.50							
March 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	14	1	14.00	0.00	7,459	79	94.42	211.84	-0.377241	-1.229347
March 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	0	1	0.00							
March 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	182	1	182.00	0.00	631	1	631.00	0.00		
March 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	155	5	31.00	0.00	11,178	115	97.20	185.94	-0.77934	-1.473805
March 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1	8	12.50%							
March 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	10	79	12.66%	33.25%	3.719016	1.261001
March 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
March 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	19	115	16.52%	37.14%	3.719016	1.261001

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	63	63	100.00%	0.00%	1,534	1,556	98.59%	11.81%	-0.931859	-1.56653
March 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	11	11	100.00%	0.00%	181	181	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
March 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	94	94	100.00%	0.00%	1,402	1,407	99.64%	5.95%	-0.560572	-1.340804
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	17	18	94.44%							
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	7	7	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	69	70	98.57%							
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	215	215	100.00%							
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	146	150	97.33%	16.11%	2	2	100.00%	0.00%	-1.624742	-1.987773
March 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	202	208	97.12%							
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	15	15	100.00%							
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	12	12	100.00%	0.00%	2	2	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	70	71	98.59%							
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	1	1	100.00%	0.00%	-1.150349	-1.699363
March 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	36	38	94.74%							
March 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	103	20	5.15	2.06	4,321	1,114	3.88	2.71	1.750686	0.064342
March 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	10	4	2.50	0.58	346	138	2.51	1.34	-0.010651	-1.006476
March 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	4	1	4.00							
March 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	8	8	1.00	0.00	508	433	1.17	0.50	-0.961989	-1.584848
March 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	84	16	5.25							
March 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	72	26	2.77							
March 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	140	51	2.75							
March 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	523	117	4.47							
March 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	896	195	4.59							
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	38	8	4.75							
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	15	7	2.14							
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	13	3	4.33							
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	144	29	4.97							
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	16	16	100.00%	0.00%	9	9	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	159	168	94.64%	22.52%	2,862	3,146	90.97%	28.66%	-1.617378	-1.983296
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	69	72	95.83%	19.98%	20	20	100.00%	0.00%	0.062917	-0.961749
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	279	286	97.55%	15.45%	20	20	100.00%	0.00%	-0.305501	-1.185731
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	152	157	96.82%	17.56%	3	3	100.00%	0.00%	-1.332144	-1.809886
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	245	246	99.59%	6.36%	2,053	2,196	93.49%	24.67%	-3.68036	-3.2375
March 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	4	4	100.00%							
March 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,772	2,772	100.00%							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3083.73	20,221	0.15							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7611.97	12,737	0.60							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10695.70	20,221	0.53							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1294.12	4,112	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1490.00	4,112	0.36							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.18	2,157	0.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	50.27	806	0.06							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	670.45	2,157	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2287.89	3,544	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10762.15	2,304	4.67							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	13050.04	3,544	3.68							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5158.49	7,976	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	29537.69	15,622	1.89							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	34696.18	7,976	4.35							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1421.81	1,546	0.92							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	575.17	727	0.79							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1996.98	1,546	1.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1567.86	4,964	0.32							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	2797.00	8,302	0.34							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	4364.86	4,964	0.88							

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 (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	3,037	3,561	85.29%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	955	1,325	72.08%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,215	1,661	73.15%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,037	3,108	97.72%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	955	998	95.69%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,215	1,223	99.35%							
March 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	156:04	12	13:00							
March 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	659:45	240	2:45							
March 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	680	680	100.00%							
March 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,045	1,045	100.00%							
March 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,812	2,812	100.00%							
March 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	216	216	100.00%							
March 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	942	953	98.85%							
March 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	468	468	100.00%							
March 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
March 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	9	9	100.00%							
March 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
March 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	17	32	53.13%	49.90%	1	25	4.00%	19.60%	-9.391707	-6.709752
February 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	927	927	100.00%							
February 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,879,739	2,883,177	99.88%							
February 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,216	16,216	100.00%							
February 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,261	6,276	99.76%	4.88%	68,974	69,791	98.83%	10.76%	-6.57254	-4.995821
February 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,216	16,216	100.00%							
February 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%	1	1	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	10523.34	42,445	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-11B-RD	LNP Trouble Reports Cleared within 48 Hours	LNP	Diagnostic	N/A	1	1	100.00%							
February 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	51	67	76.12%	42.64%	19	24	79.17%	40.61%	-0.006186	-2.00376
February 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
February 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	20	25	80.00%							
February 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	23	33	69.70%							
February 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	93	124	75.00%	43.30%	18	22	81.82%	38.57%	0.778886	-1.526472
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	29	75.86%	42.79%	9	10	90.00%	30.00%	0.916138	-1.443028
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	16	81.25%							
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	22	28	78.57%	41.03%	9	10	90.00%	30.00%	0.546448	-1.667784

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	5	100.00%	0.00%	407	480	84.79%	35.91%	-0.942104	-1.572759
February 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	636:07	37	17:12	15:31	53273:00	2,595	20:32	19:01	-1.060064	-1.644473
February 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	234:30	13	18:02	18:02	11504:39	583	19:44	22:12	-0.272179	-1.165473
February 2014	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	3:14	2	1:37	2:14	845:28	140	6:02	10:58	-0.566283	-1.344276
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	338:24	67	5:03	8:43	72:58	21	3:28	3:40	0.56217	-0.658225
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	4:39	2	2:19	1:43	1:00	1	1:00	0:00		
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	152:25	25	6:06	8:50	13:22	4	3:20	2:16	0.077784	-0.952711
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	283:49	33	8:36	12:02	13:22	4	3:20	2:16	0.661955	-0.59756
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	582:32	124	4:42	6:18	65:51	19	3:28	3:49	0.715986	-0.564711
February 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1450:04	159	9:07	8:26	59439:50	3,067	19:23	18:39	-6.762102	-5.111066
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	216:23	29	7:28	12:25	21:55	8	2:44	1:26	0.982203	-0.402863
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	12:00	1	12:00	0:00						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	55:42	16	3:29	3:22						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	144:41	28	5:10	8:07	21:55	8	2:44	1:26	0.404289	-0.75421
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	327:14	35	9:21	10:23	13422:08	718	18:42	21:17	-2.53649	-2.542076
February 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	7	35	20.00%	40.00%	245	2,439	10.05%	30.06%	1.567076	-0.047285
February 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	13	7.69%	26.65%	66	488	13.52%	34.20%	-0.606866	-1.368948
February 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	3	0.00%	0.00%	26	243	10.70%	30.91%	-0.595872	-1.362264
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	66	16.67%	37.27%	5	23	21.74%	41.25%	-0.507886	-1.308773
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	25	8.00%	27.13%	0	4	0.00%	0.00%	-0.640008	-1.389097
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	33	9.09%	28.75%	0	4	0.00%	0.00%	-0.530704	-1.322645
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	14	122	11.48%	31.87%	5	23	21.74%	41.25%	-1.09464	-1.665494
February 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	8	158	5.06%	21.92%	305	3,045	10.02%	30.02%	-2.02202	-2.229301
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	29	6.90%	25.34%	3	10	30.00%	45.83%	-1.374782	-1.835808
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	16	12.50%	33.07%						
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	26	11.54%	31.95%	3	10	30.00%	45.83%	-1.082664	-1.658213
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	2	35	5.71%	23.21%	81	629	12.88%	33.50%	-1.23142	-1.74865
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	96	5,838	1.64%	12.72%	34	2,708	1.26%	11.13%	1.502091	-0.086793
February 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	96,623	0.00%	0.56%	1	83,374	0.00%	0.35%	1.163953	-0.292367
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	58	5,032	1.15%	10.67%	3,600	449,239	0.80%	8.92%	2.779232	0.689653
February 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	184	0.00%		34	2,910	1.17%	10.75%	-1.430343	-1.869587
February 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	25	5,651	0.44%	6.64%	4	3,410	0.12%	3.42%	4.379933	1.66281
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	49	12,187	0.40%	6.33%	4	3,412	0.12%	3.42%	4.297603	1.612757
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	152	12,707	1.20%	10.87%	32	2,478	1.29%	11.29%	-0.383863	-1.233372
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	0	67	0.00%		34	2,896	1.17%	10.77%	-0.882014	-1.536226
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	194	59,107	0.33%	5.72%	4,159	571,530	0.73%	8.50%	-10.878089	-7.613408
February 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	38	40	95.00%	21.79%	2,498	2,751	90.80%	28.90%	-0.91187	-1.554377
February 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	13	15	86.67%	33.99%	537	605	88.76%	31.59%	-0.050311	-1.030587
February 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	3	3	100.00%	0.00%	239	244	97.95%	14.17%	-0.248996	-1.151379
February 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/i TGSR excl	LIS Trunk	Parity	N/A	50	43,296	0.11%	0.43%						-2.656813
February 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/i TGSR excl	LIS Trunk	Parity	N/A	5	27,712	0.02%	0.19%						-2.947825
February 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	50	43,296	0.11%							
February 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	5	27,712	0.02%							
February 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,468	4	367.00							
February 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	28	1	28.00	0.00	6,778	71	95.46	215.62	-0.310714	-1.188901
February 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	244	5	48.80	64.11	716	2	358.00	356.38	-1.036991	-1.630446
February 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	50	5	10.00	0.00	9,929	105	94.56	186.72	-0.989396	-1.60151
February 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1	4	25.00%							
February 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	14	71	19.72%	39.79%	-0.492141	-1.2992
February 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	1	2	50.00%	50.00%	3.719016	1.261001
February 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	23	105	21.90%	41.36%	3.719016	1.261001
February 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	69	69	100.00%	0.00%	1,486	1,511	98.35%	12.76%	-1.053632	-1.640563
February 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	15	15	100.00%	0.00%	167	167	100.00%	0.00%		
February 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	2	2	100.00%							
February 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	56	56	100.00%	0.00%	1,274	1,280	99.53%	6.83%	-0.502674	-1.305604
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	18	18	100.00%							
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	5	5	100.00%	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
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	106	108	98.15%							
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	264	271	97.42%							
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	125	130	96.15%	19.23%	8	8	100.00%	0.00%	-0.638674	-1.388286
February 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	254	257	98.83%							
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	12	13	92.31%							
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	10	10	100.00%							
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	40	40	100.00%							
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	100.00%	0.00%	4	4	100.00%	0.00%		
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	39	40	97.50%							
February 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	102	21	4.86	2.99	4,926	1,116	4.41	6.87	0.946291	-0.424696
February 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	6	2	3.00	1.41	303	128	2.37	1.57	0.677764	-0.588024
February 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	6.00	11	2	5.50							
February 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	3	4	0.75	0.50	452	403	1.12	0.46	-1.60784	-1.977498
February 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	77	17	4.53							
February 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	105	36	2.92							
February 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	198	68	2.91							
February 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	506	106	4.77							
February 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	989	205	4.82							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	38	11	3.45							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	12	4	3.00							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	10	3.00							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	30	6	5.00							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	140	29	4.83							
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	8	87.50%	33.07%	5	5	100.00%	0.00%	-0.293381	-1.178363
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	133	140	95.00%	21.79%	2,675	2,961	90.34%	29.54%	-1.823514	-2.108618
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Sub-Loop Unbundling	Diagnostic	N/A	2	2	100.00%							
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	115	118	97.46%	15.74%	13	13	100.00%	0.00%	-0.609761	-1.370708
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	308	311	99.04%	9.77%	13	13	100.00%	0.00%	-1.195482	-1.726802
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	136	137	99.27%	8.51%	12	12	100.00%	0.00%	-1.401469	-1.852033
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	286	297	96.30%	18.89%	1,939	2,092	92.69%	26.04%	-2.23599	-2.359385
February 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	10	10	100.00%							
February 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,477	2,478	99.96%							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4325.59	29,426	0.15							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12751.11	20,208	0.63							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17076.70	29,426	0.58							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1889.47	6,446	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2028.64	6,446	0.31							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	859.45	2,965	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	92.51	1,259	0.07							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	951.96	2,965	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3372.34	5,429	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17837.82	3,981	4.48							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	21210.16	5,429	3.91							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7536.52	12,136	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	39703.87	25,973	1.53							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	47240.39	12,136	3.89							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1931.01	2,152	0.90							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	809.80	1,222	0.66							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2740.81	2,152	1.27							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2243.80	7,715	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4349.12	13,474	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6592.92	7,715	0.85							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	48.34	1,096	0.04							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1101.11	3,435	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1299.26	1,097	1.18							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.71	3,435	0.71							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2003.11	5,498	0.36							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	80666.67	4,101	19.67							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	82669.78	5,498	15.04							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74773.92	7,176	10.42							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,632	3,071	85.70%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	766	1,397	54.83%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	956	1,395	68.53%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,632	2,679	98.25%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	766	801	95.63%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	956	959	99.69%							
February 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	148:54	12	12:25							
February 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	384:59	187	2:04							
February 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	495	495	100.00%							
February 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	754	754	100.00%							
February 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,430	2,430	100.00%							
February 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	459	459	100.00%							
February 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	838	848	98.82%							
February 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	401	402	99.75%							
February 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	5	5	100.00%							
February 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	14	14	100.00%							
February 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	13	13	100.00%							
February 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	8	26	30.77%	46.15%	1	28	3.57%	18.56%	-5.381195	-4.271535
January 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,136	1,138	99.82%							
January 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	2,966,022	2,967,565	99.95%							
January 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	14,766	14,766	100.00%							
January 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,970	4,971	99.98%	1.42%	71,445	71,992	99.24%	8.68%	-5.808679	-4.531426
January 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	14,087	14,087	100.00%							
January 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%	1	1	100.00%							
January 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,189,698	4,019,065	1.04							
January 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	9007.85	47,709	0.19							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,400	86,400	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	84,360	84,360	100.00%							
January 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
January 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42	50	84.00%	36.66%	11	15	73.33%	44.22%	-1.638692	-2.996254
January 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	12	13	92.31%							
January 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	22	23	95.65%							
January 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	83	100	83.00%	37.56%	9	13	69.23%	46.15%	-2.023784	-3.230374
January 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSL	Diagnostic	N/A	1	1	100.00%							
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	11	90.91%	28.75%	11	16	68.75%	46.35%	-2.441154	-3.484116
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	13	14	92.86%							
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%	10	15	66.67%	47.14%	-0.441368	-2.268332
January 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	4	50.00%	50.00%	392	439	89.29%	30.92%	1.536308	-0.065991
January 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	394:12	33	11:57	9:25	47141:32	2,523	18:41	18:41	-2.058732	-2.25162
January 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	294:22	13	22:39	18:52	9578:49	494	19:23	19:49	0.706303	-0.570599
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	0:18	1	0:18	0:00	36:16	9	4:02	2:02	-1.744714	-2.060711
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	127:43	50	2:33	1:32	34:03	8	4:15	2:03	-2.188183	-2.330321
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	29:59	13	2:18	2:15	14:23	6	2:24	0:36	-0.303889	-1.184751
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	48:32	23	2:07	0:58	14:23	6	2:24	0:36	-1.034287	-1.628802

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	322:14	100	3:13	3:47	36:16	9	4:02	2:02	-1.143875	-1.695426
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi	Parity	N/A	1:12	1	1:12	0:00	36:16	9	4:02	2:02	-1.323696	-1.80475
January 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	740:51	123	6:01	5:12	52746:46	3,032	17:24	18:05	-6.839701	-5.158243
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27:43	11	2:31	1:01	64:03	12	5:20	5:07	-1.31795	-1.801257
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:33	1	3:33	0:00						
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	36:19	14	2:36	0:58						
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	20:58	7	3:00	2:12	64:03	12	5:20	5:07	-0.961531	-1.584569
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	455:01	48	9:29	12:34	11406:03	598	19:04	20:30	-3.120683	-2.89724
January 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/1 MSA	Residence	Parity	N/A	5	36	13.89%	34.58%	260	2,675	9.72%	29.62%	0.605615	-0.631812
January 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	13	7.69%	26.65%	52	517	10.06%	30.08%	-0.280095	-1.170285
January 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	2	0.00%	0.00%	33	320	10.31%	30.41%	-0.478055	-1.290637
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	3	16	18.75%	39.03%	-0.466041	-1.283333
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	50	14.00%	34.70%	3	16	18.75%	39.03%	-0.423696	-1.257589
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	13	7.69%	26.65%	1	6	16.67%	37.27%	-0.487911	-1.296629
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	23	0.00%	0.00%	1	6	16.67%	37.27%	-0.975563	-1.5931
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	17	100	17.00%	37.56%	3	16	18.75%	39.03%	-0.166516	-1.101235
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	3	16	18.75%	39.03%	-0.466041	-1.283333
January 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	14	123	11.38%	31.76%	319	3,374	9.45%	29.26%	0.585825	-0.643844
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	11	18.18%	38.57%	0	16	0.00%	0.00%	1.008134	-0.387098
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	14	7.14%	25.75%						
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	7	14.29%	34.99%	0	16	0.00%	0.00%	0.511936	-0.688765
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	6	48	12.50%	33.07%	74	652	11.35%	31.72%	0.060091	-0.963467
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	61	5,860	1.04%	10.15%	31	2,746	1.13%	10.56%	-0.36001	-1.21887
January 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	96,599	0.00%		1	84,178	0.00%	0.34%	-0.731	-1.444416
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	51	5,091	1.00%	9.96%	3,512	453,449	0.77%	8.77%	1.839394	0.118272
January 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	181	0.00%		32	2,957	1.08%	10.35%	-1.365999	-1.830469
January 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14	5,676	0.25%	4.96%	6	3,422	0.18%	4.18%	0.787633	-0.521163
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	37	12,140	0.30%	5.51%	6	3,424	0.18%	4.18%	1.600681	-0.026855
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	107	12,831	0.83%	9.09%	28	2,518	1.11%	10.49%	-1.216629	-1.739658
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	67	1.49%	12.13%	32	2,944	1.09%	10.37%	-0.065305	-1.039703
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	171	59,593	0.29%	5.35%	4,026	576,957	0.70%	8.32%	-11.470819	-7.973763
January 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/1 MSA	Residence	Parity	N/A	33	36	91.67%	27.64%	2,505	2,675	93.64%	24.40%	0.237251	-0.855762
January 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	12	13	92.31%	26.65%	490	517	94.78%	22.25%	-0.025798	-1.015684
January 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	2	2	100.00%	0.00%	315	320	98.44%	12.40%	-0.17762	-1.107985
January 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	74	42,888	0.17%	0.55%					-2.481589	
January 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	27,664	0.06%	0.30%					-2.832597	
January 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	75	42,912	0.17%							
January 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	15	27,664	0.06%							
January 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,401	3	467.00							
January 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	4	1	4.00	0.00	7,567	83	91.17	199.85	-0.433576	-1.263596
January 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	141	1	141.00	0.00	676	2	338.00	356.38	-0.451341	-1.274396
January 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	53	53	100.00%	0.00%	1,722	1,749	98.46%	12.33%	-0.898092	-1.546001
January 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	190	194	97.94%	14.21%	-0.447444	-1.272027
January 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Sub-Loop Unbundling	Benchmark	90.00%	1	1	100.00%							
January 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	55	55	100.00%	0.00%	1,531	1,532	99.93%	2.55%	-0.186224	-1.113216
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	10	10	100.00%							
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	15	15	100.00%	0.00%	6	6	100.00%	0.00%		
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	113	113	100.00%							
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	218	222	98.20%							
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	135	139	97.12%	16.72%	2	2	100.00%	0.00%	-1.588119	-1.965508
January 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	302	304	99.34%							
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	20	20	100.00%							
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	5	100.00%							
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	66	67	98.51%							
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	3	4	75.00%	43.30%	-0.860663	-1.523246
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	14	92.86%							
January 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	54	15	3.60	1.59	4,868	1,246	3.91	2.69	-0.439275	-1.26706
January 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	10	4	2.50	1.00	381	134	2.84	2.19	-0.309451	-1.188133

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	5	6	0.83	0.41	540	483	1.12	0.47	-1.475916	-1.897294
January 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	36	8	4.50							
January 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	104	39	2.67							
January 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	150	62	2.42							
January 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	548	130	4.22							
January 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,146	240	4.78							
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	43	10	4.30							
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	15	5	3.00							
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	55	18	3.06							
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	5	3.40							
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	61	12	5.08							
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	15	15	100.00%	0.00%	10	10	100.00%	0.00%		
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	116	118	98.31%	12.91%	3,184	3,477	91.57%	27.78%	-2.5889	-2.573939
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	115	119	96.64%	18.02%	19	19	100.00%	0.00%	-0.123225	-1.074916
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	280	289	96.89%	17.37%	19	19	100.00%	0.00%	-0.149447	-1.090857
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	139	144	96.53%	18.31%	6	6	100.00%	0.00%	-0.889243	-1.540621
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	308	318	96.86%	17.45%	2,285	2,442	93.57%	24.53%	-2.24623	-2.365611
January 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	19	19	100.00%							
January 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,068	4,068	100.00%							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1386.80	10,260	0.14							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	21677.38	36,031	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23064.18	10,260	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	595.58	2,094	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	853.12	2,094	0.41							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	270.39	984	0.27							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	149.84	2,309	0.06							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	420.23	984	0.43							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1142.64	1,848	0.62							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	30683.68	6,889	4.45							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	31826.32	1,848	17.22							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2525.93	4,188	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	67412.56	45,236	1.49							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	69938.49	4,188	16.70							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	657.80	738	0.89							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1404.54	2,136	0.66							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2062.34	738	2.79							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	758.63	2,670	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6972.21	23,796	0.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7730.84	2,670	2.90							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	15.77	354	0.04							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	366.46	1,188	0.31							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2287.91	1,933	1.18							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2670.14	1,188	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	686.38	1,956	0.35							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	138810.84	7,196	19.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	139497.22	1,956	71.32							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12350.48	7,504	1.65							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19775.40	5,164	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58213.18	6,546	8.89							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30080.39	8,390	3.59							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20948.76	1,071	19.56							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6781.95	1,771	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23855.15	6,050	3.94							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8391.99	3,856	2.18							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6055.93	1,940	3.12							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,304	3,777	87.48%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	799	1,418	56.35%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,160	1,595	72.73%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,304	3,374	97.93%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	799	826	96.73%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	1,160	1,163	99.74%							
January 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	67:09	8	8:24							
January 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	707:19	242	2:55							
January 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	445	447	99.55%							
January 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	929	932	99.68%							
January 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,045	3,051	99.80%							
January 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	456	456	100.00%							
January 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	982	989	99.29%							
January 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	428	428	100.00%							
January 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
January 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	12	12	100.00%							
January 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	22	22	100.00%							
January 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	2	13	15.38%	36.08%	2	29	6.90%	25.34%	-1.003589	-1.610139
#####	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	28,162	33,095	0.85		576,512	236,089	2.44	5.08	-53.393656	-33.461038
#####	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	13,600,234	13,600,249	100.00%							
#####	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	830	853	0.97	0.74	576,512	236,089	2.44	5.08	-8.435495	-6.128417
#####	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	27,332	32,242	0.85	0.66	576,512	236,089	2.44	5.08	-52.891938	-33.156015
#####	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	976	976	100.00%							
#####	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	3,068,483	3,069,342	99.97%							
#####	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	15,147	15,147	100.00%							
#####	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	5,722	5,730	99.86%	3.73%	77,197	77,878	99.13%	9.31%	-5.766175	-4.505586
#####	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	15,146	15,146	100.00%							
#####	Collocation	CP-1C	Scheduled Interval 121 to 150 Calendar Days	All	Benchmark	150.00	134	1	134.00							
#####	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%	1	1	100.00%							
#####	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10.00	16	2	8.00							
#####	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%	2	2	100.00%							
#####	Database Updates	DB-1A	All	E911	Parity by Design	N/A	237:55	15,087	0:01							
#####	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.74	1	8.74			
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	30,060	30,060	100.00%							
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,060	30,060	100.00%							
#####	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	85,668	85,800	99.85%							
#####	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,960	21,960	100.00%							
#####	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	83,550	83,640	99.89%							
#####	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	4	9	44.44%	49.69%	0	-1
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	0	6	0.00%	0.00%	238	694	34.29%	47.47%	-1.762026	-2.071236
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Centrex 21	Parity	N/A	1	1	100.00%	0.00%	1	5	20.00%	40.00%	0.430727	-0.738136
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	13	43	30.23%	45.93%	1,395	5,026	27.76%	44.78%	0.213967	-0.869918
#####	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	5,372	6,024	89.18%	31.07%	142,083	158,964	89.38%	30.81%	0.504427	-0.69333
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	65	84	77.38%	41.84%	-0.537465	-1.326756
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	617	922	66.92%	47.05%	-0.702703	-1.427213
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	22	24	91.67%	27.64%	-0.29542	-1.179602
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	147	163	90.18%	29.75%	-0.328907	-1.199961
#####	Maintenance and Repair	MR-3C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	8	8	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	100.00%	0.00%	5	5	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12	100.00%	0.00%	5	5	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	100	102	98.04%	13.86%	698	1,023	68.23%	46.56%	-6.166068	-4.748703
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	14	100.00%	0.00%						
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	20	20	100.00%	0.00%	176	194	90.72%	29.01%	-1.361723	-1.827869
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	1	2	50.00%	50.00%	238	262	90.84%	28.85%	0.912501	-0.445238
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	16	17	94.12%	23.53%	2,290	2,722	84.13%	36.54%	-1.123554	-1.683072
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	75	80	93.75%	24.21%	-0.360668	-1.21927
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	9	10	90.00%	30.00%	428	459	93.25%	25.10%	-0.025648	-1.015593
#####	Maintenance and Repair	MR-4C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	55	56	98.21%	13.24%	-0.133652	-1.081255
#####	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	285	289	98.62%	11.68%	-0.166965	-1.101507
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11	11	100.00%	0.00%	5	5	100.00%	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
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	13	13	100.00%	0.00%	5	5	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	128	128	100.00%	0.00%	2,819	3,280	85.95%	34.76%	-4.488436	-3.728775
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	14	100.00%	0.00%						
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	22	22	100.00%	0.00%	552	588	93.88%	23.97%	-1.176026	-1.714973
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	1	1	100.00%	0.00%	19	21	90.48%	29.35%	-0.316983	-1.192712
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	56	68	82.35%	38.12%	13	15	86.67%	33.99%	-0.06823	-2.041482
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	3	3	100.00%	0.00%						
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UDIT Above DS1 Level	Parity	N/A	3	3	100.00%	0.00%	3	4	75.00%	43.30%	-0.755929	-1.459572
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	19	21	90.48%	29.35%	1.982433	0.205234
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	79	91	86.81%	33.83%	16	18	88.89%	31.43%	-0.418894	-2.25467
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	0	2	0.00%	0.00%	18	20	90.00%	30.00%	1.943564	0.181603
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	7	100.00%	0.00%	11	14	78.57%	41.03%	-2.256304	-3.371736
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	20	20	100.00%	0.00%	11	16	68.75%	46.35%	-4.020152	-4.444078
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	88:29	2	44:14	33.09	5493:09	262	20:58	19:55	2.810947	-0.291066
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	357:24	17	21:01	14.40	76760:53	2,721	28:13	24:39	-1.198524	-1.728651
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	45:06	2	22:33	3:26	1241:55	79	15:43	18:50	0.765456	-0.534636
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	208:39	10	20:52	16.07	8262:42	459	18:00	17:21	0.612813	-0.627436
#####	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	45:06	2	22:33	3:26	1242:49	80	15:32	18:47	0.758754	-0.538711
#####	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Business	Parity	N/A	18:09	1	18:09	0.00	374:46	42	8:55	16:57	0.926859	-0.43651
#####	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Business	Parity	N/A	18:09	1	18:09	0.00	378:26	56	6:45	15:07	1.135896	-0.309424
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	5:10	3	1:43							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	UDIT Above DS1 Level	Parity	N/A	4:57	3	1:39	0:25	10:29	4	2:37	2:25	-0.525102	-1.31924
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	9:16	2	4:38	0:16	34:44	21	1:39	1:27	2.17009	0.319321
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	2:10	1	2:10	0:00	32:21	15	2:09	1:26	-0.080298	-1.048818
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	175:16	68	2:35	2:00	24:39	11	2:14	1:36	0.521527	-0.682934
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	5:10	3	1:43							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:43	2	0:52	0:50	0:08	1	0:08	0:00		
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UDIT Above DS1 Level	Parity	N/A	4:57	3	1:39	0:25	10:29	4	2:37	2:25	-0.525102	-1.31924
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	40:09	11	3:39	6:22	9:37	5	1:55	0:50	0.830953	-0.494816
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	26:26	13	2:02	0:53	9:37	5	1:55	0:50	0.382622	-0.767382
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	9:16	2	4:38	0:16	32:21	15	2:09	1:26	1.926837	0.171433
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	243:58	91	2:41	1:35	24:58	12	2:05	1:36	0.881587	-0.464033
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	871:17	128	6:48	5:35	83808:02	3,165	26:29	24:17	-8.985603	-6.462859
#####	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	52:36	2	26:18	16:54	47:30	20	2:22	2:00	3.090232	0.878728
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	52:36	2	26:18	16:54	45:58	15	3:04	1:50	3.090232	0.878728
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11:18	7	1:37	0:47	36:16	9	4:02	2:41	-1.786078	-2.085858
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	90:07	1	90:07	0:00						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:00	1	3:00	0:00						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:00	14	4:43	4:33						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	48:31	20	2:26	1:03	46:23	11	4:13	2:26	-1.957056	-2.189805
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	159:40	22	7:15	8:20	9741:11	562	17:20	17:24	-2.665101	-2.620267
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Business	Parity	N/A	0	3	0.00%	0.00%	16	310	5.16%	22.12%	-0.402112	-1.244472
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	4	18	22.22%	41.57%	268	2,862	9.36%	29.13%	1.387478	-0.156473
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	2	0.00%	0.00%	13	88	14.77%	35.48%	-0.582205	-1.353956
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	10	0.00%	0.00%	34	477	7.13%	25.73%	-0.867026	-1.527115
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Business	Parity	N/A	0	1	0.00%	0.00%	7	58	12.07%	32.58%	-0.367326	-1.223318
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	2	0.00%	0.00%	37	292	12.67%	33.27%	-0.536863	-1.32639
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	5	21	23.81%	42.59%	-0.546164	-1.332044
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	68	8.82%	28.36%	5	21	23.81%	42.59%	-1.409383	-1.856848
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0	3	0.00%							
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UDIT Above DS1 Level	Parity	N/A	1	3	33.33%	47.14%	0	5	0.00%	0.00%	0.318639	-0.806281
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	11	0.00%	0.00%	0	5	0.00%	0.00%		
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	13	7.69%	26.65%	0	5	0.00%	0.00%	-0.589456	-1.358364
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	2	50.00%		5	21	23.81%	42.59%	0.094262	-0.942693
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	15	91	16.48%	37.10%	5	21	23.81%	42.59%	-0.710498	-1.431952

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
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	129	5.43%	22.65%	319	3,471	9.19%	28.89%	-1.453101	-1.883423
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	2	0.00%	0.00%	2	20	10.00%	30.00%	-0.449467	-1.273266
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	1	16	6.25%	24.21%	-0.569777	-1.346395
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	14	0.00%	0.00%						
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	20	35.00%	47.70%	1	16	6.25%	24.21%	1.693805	0.02976
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	6	22	27.27%	44.54%	56	616	9.09%	28.75%	2.190601	0.331791
#####	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	286	0.00%		5	3,578	0.14%	3.74%	-0.60877	-1.370106
#####	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	6	1,848	0.32%	5.69%	456	124,243	0.37%	6.05%	-0.298829	-1.181675
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%		20	25,367	0.08%	2.81%	-0.105074	-1.063881
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	71	0.00%		4	1,657	0.24%	4.91%	-0.405894	-1.246766
#####	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	75	5,891	1.27%	11.21%	29	2,801	1.04%	10.12%	1.023508	-0.377751
#####	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	96,431	0.00%	0.56%	1	84,850	0.00%	0.34%	1.19592	-0.272932
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	221	0.00%		4,087	582,135	0.70%	8.35%	-1.249781	-1.759813
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	0	64	0.00%		4,087	582,135	0.70%	8.35%	-0.672646	-1.40894
#####	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	526	0.00%		0	9,693	0.00%			
#####	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	30	5,266	0.57%	7.53%	3,631	457,892	0.79%	8.87%	-1.816447	-2.104321
#####	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	180	0.00%							
#####	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	5,640	0.21%	4.61%	5	3,459	0.14%	3.80%	0.831391	-0.49455
#####	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	18	0.00%		4,087	582,135	0.70%	8.35%	-0.356738	-1.216882
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	12,103	0.22%	4.72%	5	3,461	0.14%	3.80%	1.073841	-0.347151
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	111	12,885	0.86%	9.24%	34	2,573	1.32%	11.42%	-1.865362	-2.134059
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	0	68	0.00%		37	3,014	1.23%	11.01%	-0.90912	-1.552706
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	150	60,016	0.25%	4.99%	4,087	582,146	0.70%	8.35%	-12.63073	-8.678939
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/1 MSA	Business	Parity	N/A	2	3	66.67%	47.14%	287	310	92.58%	26.21%	0.794424	-0.517025
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/1 MSA	Residence	Parity	N/A	17	18	94.44%	22.91%	2,721	2,862	95.07%	21.64%	-0.249825	-1.151883
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	1	2	50.00%	50.00%	81	88	92.05%	27.06%	0.951062	-0.421796
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	10	90.00%	30.00%	457	477	95.81%	20.04%	0.360654	-0.780738	
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Business	Parity	N/A	1	1	100.00%	0.00%	55	58	94.83%	22.15%	-0.231562	-1.14078
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	2	2	100.00%	0.00%	286	292	97.95%	14.19%	-0.204139	-1.124108
#####	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	7	42,552	0.02%	0.07%						-2.951404
#####	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	2	27,712	0.01%	0.08%						-2.98293
#####	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	33	42,960	0.08%							
#####	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	27,712	0.01%							
#####	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.37	1	8.37			
#####	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	11	13	84.62%							
#####	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	13	0.00%							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,335	3	445.00							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	6	1	6.00	0.00	6,784	80	84.80	197.69	-0.396142	-1.240837
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	5	1	5.00							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	53	8	6.63	10.11						
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	119	1	119.00	0.00	632	2	316.00	356.38	-0.451341	-1.274396
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	178	4	44.50	28.05	10,100	127	79.53	163.33	-0.422307	-1.256744
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	0	3	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	0	1	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Sub-Loop Unbundling	Diagnostic	N/A	0	1	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	8	62.50%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	2	4	50.00%							
#####	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	4,535	4,535	100.00%							
#####	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	4,535	4,535	100.00%							
#####	Ordering and Provisioning	OP-2	Calls Answered w/1 20 seconds - IPC	ALL	Parity	N/A	3,297	3,558	92.66%	26.07%	669,955	1,001,358	66.90%	47.06%		
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	3	3	100.00%	0.00%	369	390	94.62%	22.57%	-0.411617	-1.250245
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	52	53	98.11%	13.61%	1,770	1,804	98.12%	13.60%	-0.359745	-1.218709
#####	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	64	69	92.75%	25.93%	-0.277505	-1.168711
#####	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	10	90.00%	30.00%	208	215	96.74%	17.75%	0.498674	-0.696828
#####	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	3	3	100.00%	0.00%	105	106	99.06%	9.67%	-0.166689	-1.101339
#####	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	34	34	100.00%	0.00%	1,465	1,465	100.00%	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
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	11	12	91.67%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%						
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	71	74	95.95%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	222	226	98.23%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	0	6	0.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	179	182	98.35%	12.73%	0	6	0.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	302	308	98.05%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	DS0	Parity	N/A	3	3	100.00%	0.00%	6	6	100.00%	0.00%		
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	17	17	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	7	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	65	98.46%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	5	7	71.43%	45.18%	-0.591608	-1.359672
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	46	48	95.83%							
#####	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Business	Parity	N/A	7	2	3.50	2.12	1,158	253	4.58	5.65	-0.268415	-1.163185
#####	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	60	14	4.29	3.83	4,299	1,274	3.37	2.23	1.439531	-0.124827
#####	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Business	Parity	N/A	2	1	2.00	0.00	275	52	5.29	6.37	-0.511441	-1.310934
#####	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	11	4	2.75	0.50	440	159	2.77	3.89	-0.008787	-1.005342
#####	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	1	1	1.00	0.00	115	69	1.67	1.05	-0.628847	-1.382312
#####	Ordering and Provisioning	OP-4C	No dispatches	Line Splitting	Benchmark	3.30	1	1	1.00							
#####	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	9	1	9.00	0.00	624	530	1.18	0.48	2.878162	0.749798
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	57	12	4.75							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	5	1	5.00	0.00						
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	74	29	2.55							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	304	94	3.23							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	4	1	4.00	0.00						
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	767	172	4.46							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	992	223	4.45							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	DS0	Parity	N/A	15	3	5.00	0.00	38	8	4.75	1.39	-0.113039	-1.068723
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	50	11	4.55							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	11	4	2.75							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	45	15	3.00							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	181	40	4.53							
#####	Ordering and Provisioning	OP-4E	Interval Zone Two	E911	Parity	N/A	11	1	11.00	0.00						
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	6	7	85.71%	34.99%	531	566	93.82%	24.09%	0.34081	-0.792802
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	DS0	Parity	N/A	3	3	100.00%	0.00%	16	16	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	E911	Parity	N/A	1	1	100.00%	0.00%						
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30	30	100.00%	0.00%	13	14	92.86%	25.75%	-0.856893	-1.520954
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	15	15	100.00%	0.00%	9	9	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Line Splitting	Parity	N/A	2	2	100.00%	0.00%	3,716	4,054	91.66%	27.64%	-0.426411	-1.259239
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	89	97	91.75%	27.51%	3,185	3,488	91.31%	28.16%	-0.151598	-1.092165
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%						
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	75	81	92.59%	26.19%	27	27	100.00%	0.00%	0.955744	-0.418949
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	279	291	95.88%	19.88%	27	27	100.00%	0.00%	0.417729	-0.746039
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	13	14	92.86%	25.75%	-0.267946	-1.162899
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	183	185	98.92%	10.34%	13	14	92.86%	25.75%	-0.849141	-1.516241
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	342	356	96.07%	19.44%	2,297	2,483	92.51%	26.32%	-2.385171	-2.450081
#####	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	7	7	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	DS0	Benchmark	96.50%	3	3	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	30	30	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Line Splitting	Benchmark	96.50%	2	2	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	97	97	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	81	81	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	291	291	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 4 Wire Non-Loaded	Benchmark	96.50%	1	1	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	185	185	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	356	356	100.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	1	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
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	0	8	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	12	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	2	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	0	13	0.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	6	7	85.71%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	DS0	Diagnostic	N/A	3	3	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	30	30	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Line Splitting	Diagnostic	N/A	2	2	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	89	97	91.75%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	75	81	92.59%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	279	291	95.88%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 4 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	183	185	98.92%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	342	356	96.07%							
#####	Ordering and Provisioning	OP-6A-2	Dispatches outside MSAs	Residence	Parity	N/A	2	1	2.00	0.00	4	3	1.33	0.58	-0.38532	-1.234258
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	1.00	0.00	2	2	1.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	1.00	0.00	2	2	1.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	14	3	4.67	1.15	10	5	2.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	6	6	1.00	0.00	113	36	3.14	4.70	-1.03126	-1.626962
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	1.00	0.00						
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	2	2	1.00	0.00	5	4	1.25	0.50	-0.57735	-1.351004
#####	Ordering and Provisioning	OP-6B-1	Dispatches within MSAs	Residence	Parity	N/A	1	1	1.00	0.00	38	10	3.80	4.89	-0.545455	-1.331613
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	1.00	0.00						
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	2	3.00	2.83						
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	1	4.00	0.00	10	1	10.00	0.00		
#####	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	0:34	18	0:02							
#####	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	14	14	100.00%							
#####	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,493	4,495	99.96%							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5139.37	37,570	0.14							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	17793.45	22,323	0.80							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	22932.82	37,570	0.61							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1918.73	7,490	0.26							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	4859.20	7,490	0.65							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	886.41	3,724	0.24							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2068.71	1,673	1.24							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2955.12	3,724	0.79							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3422.15	7,021	0.49							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	30680.30	5,126	5.99							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	34102.45	7,021	4.86							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7498.36	14,601	0.51							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	49879.47	30,616	1.63							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	57377.83	14,601	3.93							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2027.76	2,943	0.69							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3278.41	1,719	1.91							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	5306.17	2,943	1.80							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2385.84	9,851	0.24							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9478.09	17,280	0.55							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	11863.93	9,851	1.20							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	926.26	2,749	0.34							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1006.23	4,021	0.25							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3268.34	1,923	1.70							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5200.83	4,021	1.29							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1993.16	6,199	0.32							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	72184.97	3,883	18.59							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	74178.13	6,199	11.97							
#####	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	61	1,345	0.05	0.22	270	12,702	0.02	0.16	5.359479	2.258332
#####	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	65	65	100.00%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	483	484	99.79%							

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
#####	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	LNP	Diagnostic	N/A	352	481	73.18%							
#####	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	288	419	68.74%							
#####	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	795	1,216	65.38%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	352	357	98.60%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	288	289	99.65%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	795	797	99.75%							
#####	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	306:05	122	2:31							
#####	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:592:47	7,107	00:0:05							
#####	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	26:28	3	8:49							
#####	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	505	15,376	3.28%							
#####	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	7,107	15,376	46.22%							
#####	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3	10	30.00%							
#####	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	752	752	100.00%							
#####	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	272	272	100.00%							
#####	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	642	642	100.00%							
#####	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	337	337	100.00%							
#####	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	81	84	96.43%							
#####	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	733	740	99.05%							
#####	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	107	109	98.17%							
#####	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
#####	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
#####	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	2	2	100.00%							
#####	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	23	23	100.00%							
#####	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	305:07	2,085	0:09							
#####	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	2,905	2,918	99.55%	6.66%	128,553	130,156	98.77%	11.03%	-3.80764	-3.314881
#####	Pre-Ordering	PO-8A	Non-Designed Services	Non-Designed Services	Parity	N/A	6	1	6.00	0.00	15	19	0.79	2.04	-2.485377	-2.511002
#####	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	182	51	3.57	1.91	15	19	0.79	2.04	-5.060278	-4.076431
#####	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	7	0.00%	0.00%	5	58	8.62%	28.07%	-0.137654	-1.083688
#####	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	12	24	50.00%	50.00%	5	58	8.62%	28.07%	-6.074367	-4.692953
#####	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	26,077	29,972	0.87	0.76	597,658	230,046	2.60	5.03	-55.988123	-35.038362
#####	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	12,691,628	12,696,024	99.97%							
#####	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	373	469	0.80	0.41	597,658	230,046	2.60	5.03	-7.760069	-5.717787
#####	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	25,704	29,503	0.87	0.77	597,658	230,046	2.60	5.03	-55.560284	-34.778254
#####	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	967	967	100.00%							
#####	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	2,930,554	2,936,140	99.81%							
#####	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	16,246	16,246	100.00%							
#####	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,203	6,220	99.73%	5.22%	75,310	76,053	99.02%	9.84%	-5.424627	-4.297939
#####	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	15,552	15,552	100.00%							
#####	Collocation	CP-1A	Scheduled Interval 90 Calendar Days or Less	All	Benchmark	90.00	73	1	73.00							
#####	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Benchmark	90.00%	1	1	100.00%							
#####	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10.00	10	1	10.00							
#####	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%	1	1	100.00%							
#####	Database Updates	DB-1A	All	E911	Parity by Design	N/A	273:27	16,159	0:01							
#####	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	3,855,404	3,678,349	1.05							
#####	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	8644,26	46,919	0.18							
#####	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	44,180	44,521	99.23%							
#####	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					9.14	1	9.14			
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	29,340	29,340	100.00%							
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	29,340	29,340	100.00%							
#####	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	83,400	83,400	100.00%							
#####	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,600	21,600	100.00%							
#####	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	80,970	80,970	100.00%							
#####	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	4	13	30.77%	46.15%	257	730	35.21%	47.76%	-0.331956	-1.201815
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Centrex 21	Parity	N/A	0	1	0.00%	0.00%	3	7	42.86%	49.49%	-0.810093	-1.492501
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	17	82	20.73%	40.54%	1,473	5,992	24.58%	43.06%	-0.804426	-1.489056
#####	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	5,170	6,267	82.50%	38.00%	141,838	175,727	80.71%	39.45%	-3.510826	-3.134431
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	0	1	0.00%		104	118	88.14%	32.34%	1.145262	-0.30373
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	11	11	100.00%	0.00%	916	1,270	72.13%	44.84%	-2.052946	-2.248103

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
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	16	17	94.12%	23.53%	-0.242956	-1.147707
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	8	12	66.67%	47.14%	143	164	87.20%	33.41%	1.466468	-0.108451
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	12	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	11	11	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	111	111	100.00%	0.00%	1,026	1,398	73.39%	44.19%	-6.106161	-4.712282
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	18	100.00%	0.00%						
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	35	42	83.33%	37.27%	165	187	88.24%	32.22%	0.631635	-0.615993
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	4	5	80.00%	40.00%	283	297	95.29%	21.19%	0.751341	-0.543217
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	35	36	97.22%	16.43%	3,070	3,444	89.14%	31.11%	-1.550435	-1.942597
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	3	3	100.00%	0.00%	75	81	92.59%	26.19%	-0.48107	-1.29247
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Centrex 21	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	24	24	100.00%	0.00%	569	605	94.05%	23.66%	-1.208518	-1.734727
#####	Maintenance and Repair	MR-4C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	36	36	100.00%	0.00%		
#####	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	277	283	97.88%	14.41%	-0.207406	-1.126094
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	17	17	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	14	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - XDSL	Parity	N/A	1	1	100.00%	0.00%	21	21	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	143	143	100.00%	0.00%	3,623	4,017	90.19%	29.74%	-3.875129	-3.355911
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	18	100.00%	0.00%						
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	42	46	91.30%	28.18%	687	729	94.24%	23.30%	0.5584	-0.660517
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	4	4	100.00%	0.00%	17	21	80.95%	39.27%	-0.88915	-1.540565
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	41	50	82.00%	38.42%	17	21	80.95%	39.27%	-0.205194	-2.124748
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	3	3	100.00%	0.00%						
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	17	21	80.95%	39.27%	-0.473919	-1.288122
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	83	101	82.18%	38.27%	17	21	80.95%	39.27%	-0.260326	-2.158268
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	1	1	100.00%	0.00%	23	29	79.31%	40.51%	-0.502169	-1.305297
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS1	Parity	N/A	1	1	100.00%	0.00%	7	8	87.50%	33.07%	-0.356348	-1.216644
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	16	87.50%	33.07%	7	8	87.50%	33.07%	0	-2
#####	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%		
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	21	24	87.50%	33.07%	7	8	87.50%	33.07%	0	-2
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	153:03	5	30:37	26.54	5410:07	297	18:13	15:43	3.256728	-0.02005
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	800:42	36	22:14	15:17	88047:46	3,444	25:34	20:04	-0.988507	-1.60097
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	23:39	3	7:53	10:31	1393:16	80	17:25	20:23	-0.795052	-1.483357
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Centrex 21	Parity	N/A	23:53	1	23:53	0:00	4:17	1	4:17	0:00		
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	386:17	24	16:06	11:22	12655:47	605	20:55	30:56	-0.749034	-1.455381
#####	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	23:39	3	7:53	10:31	1394:04	81	17:13	20:21	-0.779795	-1.474081
#####	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Centrex 21	Parity	N/A	23:53	1	23:53	0:00	4:17	1	4:17	0:00		
#####	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Business	Parity	N/A	0:02	1	0:02	0:00	168:26	27	6:14	9:57	-0.612521	-1.372386
#####	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	18:16	2	9:08	10:00	1734:02	180	9:38	14:49	-0.04748	-1.028866
#####	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Business	Parity	N/A	0:02	1	0:02	0:00	168:57	36	4:42	9:00	-0.511079	-1.310714
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2:31	3	0:50							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2:07	1	2:07	0:00	49:30	21	2:21	2:39	-0.088546	-1.053832
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	7:29	4	1:52	0:36	47:23	15	3:10	2:45	-0.830093	-1.50466
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	133:44	50	2:40	1:44	47:23	15	3:10	2:45	-0.596503	-1.362648
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2:31	3	0:50							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	41:24	17	2:26	0:45	36:05	5	7:13	7:18	-1.287746	-1.782894
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	32:15	14	2:18	1:13	36:05	5	7:13	7:18	-1.292132	-1.78556
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2:07	1	2:07	0:00	47:23	15	3:10	2:45	-0.365963	-1.22249
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	275:49	101	2:44	2:13	47:23	15	3:10	2:45	-0.560978	-1.341051
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	2:07	1	2:07	0:00	47:23	15	3:10	2:45	-0.365963	-1.22249
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1125:19	143	7:52	7:44	95087:10	3,917	24:17	19:56	-9.66702	-6.877131
#####	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	1:31	1	1:31	0:00	95:43	29	3:18	3:47	-0.46458	-1.282445
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	1:31	1	1:31	0:00	93:27	24	3:54	3:54	-0.5973	-1.363133
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	3:40	1	3:40	0:00	15:05	6	2:31	1:32	0.661955	-0.59756
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	36:11	16	2:16	1:43	15:05	6	2:31	1:32	-0.343835	-1.209037
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1:32	1	1:32	0:00	2:59	1	2:59	0:00		
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	85:00	18	4:43	6:24						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	60:22	24	2:31	2:12	15:05	6	2:31	1:32	-0.107995	-1.065656
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	930:45	46	20:14	30:03	14322:14	716	20:00	29:25	0.266311	-0.838095

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
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Business	Parity	N/A	1	5	20.00%	40.00%	40	354	11.30%	31.66%	0.108908	-0.933788
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	4	36	11.11%	31.43%	355	3,604	9.85%	29.80%	0.04804	-0.970794
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	3	0.00%	0.00%	14	82	17.07%	37.63%	-0.771912	-1.469289
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Centrex 21	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	6	26	23.08%	42.13%	59	629	9.38%	29.15%	1.80673	0.098414
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Business	Parity	N/A	0	1	0.00%	0.00%	2	37	5.41%	22.61%	-0.235879	-1.143405
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	3	0.00%	0.00%	38	286	13.29%	33.94%	-0.674467	-1.410047
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	4	0.00%	0.00%	4	21	19.05%	39.27%	-0.88915	-1.540565
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	50	16.00%	36.66%	4	21	19.05%	39.27%	-0.298463	-1.181453
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1	3	33.33%							
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	17	0.00%	0.00%	1	7	14.29%	34.99%	-0.909059	-1.552669
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	14	7.14%	25.75%	1	7	14.29%	34.99%	-0.440959	-1.268084
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%	4	21	19.05%	39.27%	-0.473919	-1.288122
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	101	7.92%	27.01%	4	21	19.05%	39.27%	-1.181481	-1.718289
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	4	21	19.05%	39.27%	-0.473919	-1.288122
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	143	4.90%	21.58%	429	4,238	10.12%	30.16%	-2.038405	-2.239263
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	1	0.00%	0.00%	7	29	24.14%	42.79%	-0.554595	-1.33717
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	8	0.00%	0.00%		
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	16	0.00%	0.00%	0	8	0.00%	0.00%		
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	18	16.67%	37.27%						
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	24	20.83%	40.61%	0	8	0.00%	0.00%	0.802722	-0.51198
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	46	6.52%	24.69%	79	754	10.48%	30.63%	-0.850453	-1.517039
#####	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	290	0.00%		7	3,587	0.20%	4.41%	-0.72431	-1.440349
#####	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	9	1,863	0.48%	6.93%	473	124,848	0.38%	6.14%	0.726895	-0.558079
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%	0.00%	29	25,548	0.11%	3.37%	-0.126099	-1.076663
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	1	67	1.49%	12.13%	4	1,673	0.24%	4.88%	0.921283	-0.4399
#####	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	66	5,931	1.11%	10.49%	29	2,844	1.02%	10.05%	0.406328	-0.75297
#####	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	97,487	0.00%	0.32%	2	84,898	0.00%	0.49%	-0.583734	-1.354885
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	226	0.00%		4,992	587,176	0.85%	9.18%	-1.391803	-1.846156
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	0	64	0.00%		4,992	587,176	0.85%	9.18%	-0.740753	-1.450346
#####	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	531	0.00%		5	9,862	0.05%	2.25%	-0.505559	-1.307358
#####	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	65	5,258	1.24%	11.05%	4,519	462,328	0.98%	9.84%	1.896489	0.152983
#####	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	204	0.00%							
#####	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	17	5,631	0.30%	5.49%	7	3,468	0.20%	4.49%	1.032767	-0.372122
#####	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	18	0.00%		4,992	587,176	0.85%	9.18%	-0.392859	-1.238841
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	32	12,089	0.26%	5.14%	7	3,470	0.20%	4.49%	0.728764	-0.556943
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	125	12,884	0.97%	9.80%	29	2,617	1.11%	10.47%	-0.61457	-1.373632
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	77	1.30%	11.32%	29	3,060	0.95%	9.69%	-0.06822	-1.041475
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	189	60,443	0.31%	5.58%	4,992	587,187	0.85%	9.18%	-13.704142	-9.331527
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Business	Parity	N/A	5	5	100.00%	0.00%	308	354	87.01%	33.62%	-0.85811	-1.521694
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	30	36	83.33%	37.27%	3,392	3,604	94.12%	23.53%	2.086218	0.268331
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	3	3	100.00%	0.00%	75	82	91.46%	27.94%	-0.519728	-1.315972
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Centrex 21	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	21	26	80.77%	39.41%	567	629	90.14%	29.81%	1.195206	-0.273366
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Business	Parity	N/A	1	1	100.00%	0.00%	35	37	94.59%	22.61%	-0.235879	-1.143405
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	3	3	100.00%	0.00%	280	286	97.90%	14.33%	-0.252227	-1.153343
#####	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	19	42,624	0.04%	0.22%						-2.869274
#####	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	0	27,832	0.00%	0.02%						-2.996042
#####	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	35	43,032	0.08%							
#####	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	27,832	0.00%							
#####	Operator Services	OS-1	Speed of Answer - Operator Services		Parity by Design	N/A					8.09	1	8.09			
#####	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	18	18	100.00%							
#####	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop Other	Benchmark	95.00%	0	1	0.00%							
#####	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	18	0.00%							
#####	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop Other	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,272	3	424.00%							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22	2	11.00%	14.14						
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	2	2.00%	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
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00	0.00	709	4	177.25	248.94	-0.63685	-1.387177
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	157	4	39.25	14.29	8,517	129	66.02	158.17	-0.333404	-1.202695
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	0	3	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	2	4	50.00%							
#####	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	3,798	3,798	100.00%							
#####	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	3,798	3,798	100.00%							
#####	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC	ALL	Parity	N/A	4,510	4,723	95.49%	20.75%	633,829	900,267	70.40%	45.65%		
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	413	432	95.60%	20.51%	-0.302631	-1.183987
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	56	56	100.00%	0.00%	1,886	1,925	97.97%	14.09%	-1.060788	-1.644913
#####	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	22	23	95.65%	20.39%	227	229	99.13%	9.30%	0.672973	-0.590862
#####	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	2	2	100.00%	0.00%	73	74	98.65%	11.55%	-0.163329	-1.099297
#####	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	47	47	100.00%	0.00%	1,651	1,656	99.70%	5.49%	-0.372035	-1.226181
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	4	4	100.00%	0.00%	18	21	85.71%	34.99%	-0.748331	-1.454953
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	12	12	100.00%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	4	4	100.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	88	91	96.70%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	149	153	97.39%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	209	219	95.43%	20.88%	0	1	0.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	335	344	97.38%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	DS0	Parity	N/A	2	2	100.00%	0.00%	7	7	100.00%	0.00%		
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	36	36	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	9	88.89%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	64	64	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	11	11	100.00%	0.00%	2	3	66.67%	47.14%	-1.08562	-1.66001
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	44	47	93.62%							
#####	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	57	18	3.17	2.07	4,649	1,319	3.52	2.62	-0.575009	-1.349581
#####	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	21	8	2.63	0.74	379	148	2.56	1.56	0.072756	-0.955767
#####	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	1	1	1.00	0.00	43	31	1.39	1.23	-0.309866	-1.188385
#####	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	2	2	1.00	0.00	631	575	1.10	0.54	-0.256799	-1.156123
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	12	3	4.00	1.00	137	19	7.21	8.89	-0.581182	-1.353333
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	47	10	4.70							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	99	37	2.68							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	123	51	2.41							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	1,055	203	5.20							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,353	280	4.83							
#####	Ordering and Provisioning	OP-4D	Interval Zone One	E911	Parity	N/A	24	2	12.00	0.00						
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	DS0	Parity	N/A	10	2	5.00	0.00						
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	80	18	4.44							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	13	4	3.25							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	23	7	3.29							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	48	9	5.33							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	230	40	5.75							
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Basic Rate ISDN	Parity	N/A	4	4	100.00%	0.00%	22	22	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	4	4	100.00%	0.00%	538	564	95.39%	20.97%	-0.438118	-1.266357
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	DS0	Parity	N/A	2	2	100.00%	0.00%	9	9	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	E911	Parity	N/A	2	2	100.00%	0.00%						
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	48	48	100.00%	0.00%	4	4	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	18	18	100.00%	0.00%	5	5	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	118	126	93.65%	24.38%	3,452	3,815	90.48%	29.34%	-1.191592	-1.724437
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	98	100	98.00%	14.00%	22	22	100.00%	0.00%	-0.441683	-1.268524
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	214	217	98.62%	11.68%	22	22	100.00%	0.00%	-0.666738	-1.405348
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	224	233	96.14%	19.27%	4	4	100.00%	0.00%	-1.061077	-1.645089
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	375	395	94.94%	21.92%	2,459	2,648	92.86%	25.74%	-1.493685	-1.908096
#####	Ordering and Provisioning	OP-5B	New Service Quality	Basic Rate ISDN	Benchmark	96.50%	4	4	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	4	4	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	DS0	Benchmark	96.50%	2	2	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
#####	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	48	48	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	125	126	99.21%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	100	100	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	217	217	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	233	233	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	395	395	100.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	0	8	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	3	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	10	10.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	1	21	4.76%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Basic Rate ISDN	Diagnostic	N/A	4	4	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	4	4	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	DS0	Diagnostic	N/A	2	2	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	48	48	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	117	126	92.86%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	98	100	98.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	214	217	98.62%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	224	233	96.14%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	375	395	94.94%							
#####	Ordering and Provisioning	OP-6A-2	Dispatches outside MSAs	Residence	Parity	N/A	1	1	1.00	0.00	4	3	1.33	0.58	-0.5	-1.303978
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	1.00	0.00	5	1	5.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	4	1.50	0.58	5	1	5.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	43	4	10.75	17.56	1	1	1.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	7	7	1.00	0.00	156	44	3.55	7.12	-0.879164	-1.534494
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	1.00	0.00						
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	35	3	11.67	9.24	9	7	1.29	0.49	1.391744	-0.15388
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5	1	5.00	0.00	8	2	4.00	0.00		
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	42	6	7.00	6.36						
#####	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	2:17	45	0:03							
#####	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	6	100.00%							
#####	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,740	3,751	99.71%							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2012.50	15,765	0.13							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10399.40	6,144	1.69							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	12411.90	15,765	0.79							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	317.51	2,606	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	4145.88	2,606	1.59							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	166.69	1,343	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2616.01	706	3.71							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2782.70	1,343	2.07							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	357.80	3,013	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21316.70	2,307	9.24							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	21674.50	3,013	7.19							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	573.39	4,936	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	13411.76	10,767	1.25							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	13985.15	4,936	2.83							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	160.39	1,275	0.13							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4017.09	867	4.63							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	4177.48	1,275	3.28							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	438.21	3,830	0.11							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	10786.73	6,835	1.58							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	11224.94	3,830	2.93							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	850.40	1,409	0.60							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	284.09	2,287	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2942.69	1,409	2.09							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	4077.18	2,287	1.78							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	267.69	2,141	0.13							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	13650.24	723	18.88							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	13917.93	2,141	6.50							
#####	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	78	1,432	0.05	0.23	283	13,492	0.02	0.15	7.936513	3.825057

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
#####	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	57	59	96.61%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	394	398	98.99%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	301	432	69.68%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	298	479	62.21%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	863	1,321	65.33%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	301	303	99.34%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	298	305	97.70%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	863	874	98.74%							
#####	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	241:30	121	2:00							
#####	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:843:23	8,208	00:0:06							
#####	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	34:05	6	5:41							
#####	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	519	17,250	3.01%							
#####	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,208	17,250	47.58%							
#####	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	6	20	30.00%							
#####	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	869	869	100.00%							
#####	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	274	274	100.00%							
#####	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	716	716	100.00%							
#####	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	289	289	100.00%							
#####	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	132	132	100.00%							
#####	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	768	778	98.71%							
#####	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	116	116	100.00%							
#####	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	4	4	100.00%							
#####	Pre-Ordering	PO-5C-(b)	FOCs on Time for manual LSRs via Facsimile	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
#####	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	7	7	100.00%							
#####	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	50	50	100.00%							
#####	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	112:51	2,180	0:03							
#####	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	2,970	2,986	99.46%	7.30%	123,609	125,701	98.34%	12.79%	-4.763822	-3.896198
#####	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	248	70	3.54	1.95	2	7	0.29	0.49	-16.838916	-11.237334
#####	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	2	0.00%	0.00%	1	62	1.61%	12.60%	-1.862732	-2.132461
#####	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	13	42	30.95%	46.23%	1	62	1.61%	12.60%	-11.654214	-8.085259
October 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	31,663	34,880	0.91	0.56	1,067,611	271,680	3.93	7.14	-74.416338	-46.241921
October 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	14,356,900	14,356,900	100.00%							
October 2013	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	392	483	0.81	0.39	1,067,611	271,680	3.93	7.14	-9.589663	-6.830101
October 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	31,271	34,397	0.91	0.56	1,067,611	271,680	3.93	7.14	-73.924535	-45.942926
October 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,065	1,065	100.00%							
October 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	3,083,479	3,099,322	99.49%							
October 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	16,348	16,348	100.00%							
October 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,872	6,881	99.87%	3.61%	89,255	89,673	99.53%	6.81%	-3.935666	-3.392715
October 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	16,348	16,348	100.00%							
October 2013	Collocation	CP-1C	Scheduled Interval 121 to 150 Calendar Days	All	Benchmark	150.00	572	5	114.40							
October 2013	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%	5	5	100.00%							
October 2013	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10.00	19	2	9.50							
October 2013	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%	2	2	100.00%							
October 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	378:28	20,004	0:01							
October 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	4,701,708	4,483,887	1.05							
October 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	10184.38	59,337	0.17							
October 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	54,698	55,129	99.22%							
October 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.35	1	8.35			
October 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	29,160	29,160	100.00%							
October 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,600	30,600	100.00%							
October 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	86,372	86,400	99.97%							
October 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	22,860	22,860	100.00%							
October 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	84,360	84,360	100.00%							
October 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
October 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	2	2	100.00%	0.00%	3	11	27.27%	44.54%	1.134917	-0.31002
October 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	7	14	50.00%	50.00%	405	1,163	34.82%	47.64%	0.906481	-0.448899
October 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	21	103	20.39%	40.29%	2,223	9,647	23.04%	42.11%	-0.636494	-1.386961
October 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	6,354	7,861	80.83%	39.36%	170,949	212,055	80.62%	39.53%	-0.471325	-1.286545

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	131	153	85.62%	35.09%	-0.408471	-1.248333
October 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	7	10	70.00%	45.83%	1,313	1,911	68.71%	46.37%	-0.087919	-1.053451
October 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	273	346	78.90%	40.80%	-1.028286	-1.625154
October 2013	Maintenance and Repair	MR-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	20	23	86.96%	33.68%	-0.379144	-1.230503
October 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	17	22	77.27%	41.91%	7	7	100.00%	0.00%	0.766294	-0.534126
October 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20	21	95.24%	21.30%	7	7	100.00%	0.00%	-0.67449	-1.410061
October 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	164	165	99.39%	7.76%	1,458	2,081	70.06%	45.80%	-7.918743	-5.814254
October 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
October 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	39	40	97.50%	15.61%						
October 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	49	54	90.74%	28.99%	323	405	79.75%	40.18%	-1.887426	-2.147473
October 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	5	5	100.00%	0.00%	403	453	88.96%	31.34%	-0.78331	-1.476219
October 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	42	45	93.33%	24.94%	4,476	5,661	79.07%	40.68%	-2.343036	-2.424465
October 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	150	159	94.34%	23.11%	-0.244182	-1.148452
October 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	25	25	100.00%	0.00%	1,007	1,101	91.46%	27.94%	-1.51058	-1.918367
October 2013	Maintenance and Repair	MR-4C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	66	66	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	8	8	100.00%	0.00%	336	349	96.28%	18.94%	-0.55008	-1.334425
October 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24	24	100.00%	0.00%	7	7	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	25	100.00%	0.00%	7	7	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - XDSL	Parity	N/A	1	1	100.00%	0.00%	29	29	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	218	218	100.00%	0.00%	5,204	6,452	80.66%	39.50%	-7.111335	-5.323385
October 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%	7	7	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
October 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	39	40	97.50%	15.61%						
October 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	55	58	94.83%	22.15%	1,234	1,337	92.30%	26.67%	-0.707797	-1.43031
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	5	5	100.00%	0.00%	23	29	79.31%	40.51%	-1.054766	-1.641252
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	80	92	86.96%	33.68%	19	24	79.17%	40.61%	-1.673706	-3.017542
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	3	5	60.00%	48.99%						
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	ISDN Primary	Parity	N/A	1	1	100.00%	0.00%	20	25	80.00%	40.00%	-0.49029	-1.298075
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%	1	1	100.00%	0.00%	-0.861454	-2.523728
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	4	4	100.00%	0.00%	23	29	79.31%	40.51%	-0.957599	-1.582179
October 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	159	182	87.36%	33.23%	23	28	82.14%	38.30%	-1.342754	-2.816336
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	1	1	100.00%	0.00%	23	27	85.19%	35.52%	-0.409514	-1.248967
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	19	68.42%	46.48%	16	19	84.21%	36.46%	1.520746	-1.075452
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	3	33.33%	47.14%	2	3	66.67%	47.14%	0	-2
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	14	16	87.50%	33.07%	16	19	84.21%	36.46%	-0.531732	-2.32327
October 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	66:53	5	13:23	9:43	10520:38	453	23:13	21:04	-2.079054	-3.263974
October 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1001:25	45	22:15	16:36	177602:08	5,661	31:22	27:31	-2.214033	-2.346037
October 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	19:58	1	19:58	0:00	2922:25	159	18:23	21:09	0.166199	-0.898958
October 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	483:14	25	19:20	13:34	27330:38	1,101	24:49	43:47	-0.620528	-1.377254
October 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	19:58	1	19:58	0:00	2922:25	159	18:23	21:09	0.204452	-0.875702
October 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Business	Parity	N/A	17:54	1	17:54	0:00	494:48	47	10:32	8:59	0.640266	-0.610746
October 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	56:25	6	9:24	9:27	2861:07	217	13:11	19:15	-0.474794	-1.288654
October 2013	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Business	Parity	N/A	17:54	1	17:54	0:00	499:10	66	7:34	8:54	0.986271	-0.40039
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	14:13	5	2:51							
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	ISDN Primary	Parity	N/A	3:17	1	3:17	0:00	85:35	25	3:25	4:05	-0.033651	-1.020459
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	8:03	4	2:01	0:52	66:46	29	2:18	2:04	-0.262903	-1.159834
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop ISDN Capable	Parity	N/A	1:58	1	1:58	0:00	12:57	7	1:51	0:56	-0.055174	-1.033543
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	6:13	5	1:15	0:52	64:58	22	2:57	1:58	-1.758843	-2.069301
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	246:21	92	2:41	2:17	57:30	19	3:02	1:59	-0.697798	-1.424231
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	14:13	5	2:51							
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	ISDN Primary	Parity	N/A	3:17	1	3:17	0:00	84:05	22	3:49	4:12	-0.12548	-1.076287
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	19:00	2	9:30	8:49	0:40	1	0:40	0:00		
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	212:18	24	8:51	12:17	12:57	7	1:51	0:56	1.418654	-0.13752
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	114:42	25	4:35	5:51	12:57	7	1:51	0:56	1.774382	0.078748
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	8:03	4	2:01	0:52	64:58	22	2:57	1:58	-0.881902	-1.536158
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	495:21	182	2:43	1:58	59:16	21	2:49	1:55	-0.228397	-1.138855
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	1:25	1	1:25	0:00	64:58	22	2:57	1:58	-0.765831	-1.465592
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1632:57	218	7:29	5:15	191035:47	6,332	30:10	27:07	-12.139247	-8.380138
October 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop ISDN Capable	Parity	N/A	1:58	1	1:58	0:00	12:57	7	1:51	0:56	-0.017547	-1.010668

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	3:35	1	3:35	0.00	54:53	27	2:02	2:09	0.762101	-0.536676
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	3:35	1	3:35	0.00	51:33	18	2:52	2:12	0.470497	-0.713958
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	55:23	19	2:55	2:04	50:14	18	2:47	1:37	0.308108	-0.812684
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	15:37	3	5:12	4:20	29:19	3	9:46	13:59	-0.399865	-1.243101
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6:21	2	3:10	0:42						
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	316:24	40	7:55	25:47						
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	40:27	16	2:32	1:34	50:14	18	2:47	1:37	-0.474606	-1.28854
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	1121:04	58	19:20	30:27	30695:57	1,306	23:30	41:03	-0.757921	-1.460783
October 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Business	Parity	N/A	1	5	20.00%	40.00%	53	519	10.21%	30.28%	0.200005	-0.878406
October 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	6	47	12.77%	33.37%	690	5,923	11.65%	32.08%	0.068079	-0.958611
October 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	1	0.00%	0.00%	27	172	15.70%	36.38%	-0.430268	-1.261584
October 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	27	3.70%	18.89%	156	1,146	13.61%	34.29%	-1.484068	-1.902249
October 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Business	Parity	N/A	0	1	0.00%	0.00%	6	67	8.96%	28.55%	-0.31131	-1.189263
October 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	2	8	25.00%	43.30%	48	355	13.52%	34.19%	0.513588	-0.687761
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	5	0.00%	0.00%	3	29	10.34%	30.45%	-0.701485	-1.426473
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	14	92	15.22%	35.92%	3	29	10.34%	30.45%	0.314699	-0.808677
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1	5	20.00%							
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	ISDN Primary	Parity	N/A	0	1	0.00%	0.00%	1	25	4.00%	19.60%	-0.20016	-1.121689
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	24	0.00%	0.00%	1	7	14.29%	34.99%	-0.950382	-1.577791
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	25	8.00%	27.13%	1	7	14.29%	34.99%	-0.420069	-1.255384
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	4	25.00%	43.30%	3	29	10.34%	30.45%	0.202981	-0.876596
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	28	182	15.38%	36.08%	3	29	10.34%	30.45%	0.386162	-0.76523
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	3	29	10.34%	30.45%	-0.333974	-1.203042
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	16	218	7.34%	26.08%	781	6,787	11.51%	31.91%	-1.898166	-2.154003
October 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop ISDN Capable	Parity	N/A	0	1	0.00%	0.00%	1	7	14.29%	34.99%	-0.381881	-1.232167
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	1	0.00%	0.00%	2	27	7.41%	26.19%	-0.277746	-1.168858
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	19	26.32%	44.03%	5	19	26.32%	44.03%	0	-1
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%	0	3	0.00%	0.00%		
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	40	5.00%	21.79%						
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	16	31.25%	46.35%	5	19	26.32%	44.03%	-0.048518	-1.029497
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	58	8.62%	28.07%	199	1,395	14.27%	34.97%	-1.204423	-1.732237
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	286	0.00%		8	3,650	0.22%	4.68%	-0.763268	-1.464034
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	7	1,861	0.38%	6.12%	758	125,657	0.60%	7.74%	-1.255876	-1.763518
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%		36	25,840	0.14%	3.73%	-0.139719	-1.084943
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	68	0.00%		2	1,693	0.12%	3.44%	-0.278065	-1.169052
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	111	5,916	1.88%	13.57%	43	2,890	1.49%	12.11%	1.413509	-0.140647
October 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	5	97,295	0.01%	0.72%	4	85,186	0.00%	0.69%	0.137906	-0.916159
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	228	0.00%		8,182	593,137	1.38%	11.66%	-1.78547	-2.085488
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	0	66	0.00%		8,182	593,137	1.38%	11.66%	-0.960763	-1.584102
October 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	535	0.00%		4	10,187	0.04%	1.98%	-0.446842	-1.271661
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	82	5,320	1.54%	12.32%	7,424	467,480	1.59%	12.50%	-0.271137	-1.164839
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	200	0.00%							
October 2013	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	26	5,614	0.46%	6.79%	7	3,525	0.20%	4.45%	2.765224	0.681137
October 2013	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	18	0.00%		8,182	593,137	1.38%	11.66%	-0.501762	-1.30505
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	65	12,104	0.54%	7.31%	7	3,527	0.20%	4.45%	3.975333	1.416831
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	198	12,804	1.55%	12.34%	47	2,655	1.77%	13.19%	-0.796048	-1.483963
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	79	1.27%	11.18%	48	3,127	1.54%	12.29%	-0.192205	-1.116852
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	276	60,810	0.45%	6.72%	8,182	593,148	1.38%	11.66%	-18.636338	-12.330089
October 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Business	Parity	N/A	5	5	100.00%	0.00%	464	519	89.40%	30.78%	-0.76617	-1.465799
October 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	40	47	85.11%	35.60%	5,507	5,923	92.98%	25.55%	1.687878	0.026157
October 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	1	1	100.00%	0.00%	148	172	86.05%	34.65%	-0.401528	-1.244112
October 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	22	27	81.48%	38.84%	1,028	1,146	89.70%	30.39%	1.061499	-0.354655
October 2013	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Business	Parity	N/A	1	1	100.00%	0.00%	67	67	100.00%	0.00%		
October 2013	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	8	8	100.00%	0.00%	339	355	95.49%	20.75%	-0.607667	-1.369436
October 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	10	42,432	0.02%	0.10%						-2.927257
October 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	27,928	0.01%	0.06%						-2.980922
October 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	12	42,552	0.03%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	27,928	0.01%							
October 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					7.83	1	7.83			
October 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	47	48	97.92%							
October 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	48	0.00%							
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,331	4	332.75							
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	40	2	20.00	26.87	5,172	63	82.10	210.26	-0.411184	-1.249982
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	249	2	124.50	173.24						
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	92	1	92.00	0.00						
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	60	5	12.00	13.47	695	6	115.83	204.27	-0.839442	-1.510344
October 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	110	5	22.00	7.48	7,600	116	65.52	160.64	-0.593107	-1.360583
October 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1	4	25.00%							
October 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	0	2	0.00%							
October 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	4	5	80.00%							
October 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	2	5	40.00%							
October 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	3,942	3,942	100.00%							
October 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	3,942	3,942	100.00%							
October 2013	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC	ALL	Parity	N/A	4,510	4,723	95.49%	20.75%	717,918	1,181,538	60.76%	48.83%		
October 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	498	522	95.40%	20.94%	-0.309867	-1.188386
October 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	64	64	100.00%	0.00%	2,228	2,273	98.02%	13.93%	-1.121267	-1.681682
October 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	18	20	90.00%	30.00%	313	323	96.90%	17.32%	1.036178	-0.370049
October 2013	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	7	7	100.00%	0.00%	102	102	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	50	50	100.00%	0.00%	2,002	2,007	99.75%	4.99%	-0.349056	-1.212211
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	25	26	96.15%	19.23%	-0.196261	-1.119318
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	27	28	96.43%							
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%	6	6	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	103	109	94.50%							
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	161	173	93.06%							
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	202	212	95.28%	21.20%	4	4	100.00%	0.00%	-0.939081	-1.57092
October 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	567	578	98.10%							
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	23	23	100.00%							
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	7	7	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	PBX	Parity	N/A	1	1	100.00%	0.00%						
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	17	17	100.00%							
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	71	74	95.95%							
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	7	71.43%	45.18%						
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	50	51	98.04%							
October 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	116	31	3.74	2.21	6,211	1,525	4.07	2.92	-0.624621	-1.379743
October 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	5	3.00	2.00	714	235	3.04	2.82	-0.030003	-1.01824
October 2013	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	2	2	1.00	0.00	99	57	1.74	0.99	-1.033013	-1.628027
October 2013	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	3	3	1.00	0.00	720	648	1.11	0.44	-0.43168	-1.262443
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	3	1	3.00	0.00	153	24	6.38	6.79	-0.487189	-1.29619
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	139	28	4.96							
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	7	1	7.00							
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	124	45	2.76							
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	70	28	2.50							
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	5	1	5.00	0.00	18	2	9.00	0.00		
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	819	183	4.48							
October 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,612	338	4.77							
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	69	18	3.83							
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	PBX	Parity	N/A	11	1	11.00	0.00						
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	11	4	2.75							
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	50	16	3.13							
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	35	7	5.00							
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	201	41	4.90							
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	30	30	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	8	9	88.89%	31.43%	672	704	95.45%	20.83%	0.38851	-0.763803

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	51	52	98.08%	13.73%	2	2	100.00%	0.00%	-1.786156	-2.085905
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	13	13	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	PBX	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	122	135	90.37%	29.50%	4,165	4,607	90.41%	29.45%	-0.096767	-1.05883
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	123	126	97.62%	15.25%	29	29	100.00%	0.00%	-0.087239	-1.053038
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	242	247	97.98%	14.08%	29	29	100.00%	0.00%	-0.180376	-1.109661
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%	3	4	75.00%	43.30%	-0.516398	-1.313948
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	212	219	96.80%	17.59%	3	4	75.00%	43.30%	-0.997995	-1.606738
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	609	630	96.67%	17.95%	2,964	3,199	92.65%	26.09%	-3.528694	-3.145293
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Basic Rate ISDN	Benchmark	96.50%	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	9	9	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	52	52	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS3 Capable	Benchmark	96.50%	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	PBX	Benchmark	96.50%	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	135	135	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	126	126	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	247	247	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 4 Wire Non-Loaded	Benchmark	96.50%	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	219	219	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	630	630	100.00%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	1	0.00%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	0	1	0.00%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	2	15	13.33%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	5	0.00%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	7	0.00%							
October 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	1	22	4.55%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Basic Rate ISDN	Diagnostic	N/A	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	8	9	88.89%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	51	52	98.08%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	PBX	Diagnostic	N/A	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	122	135	90.37%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	123	126	97.62%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	242	247	97.98%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 4 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	212	219	96.80%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	609	630	96.67%							
October 2013	Ordering and Provisioning	OP-6A-2	Dispatches outside MSAs	Residence	Parity	N/A	2	2	1.00	0.00	5	5	1.00	0.00		
October 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	1.00	0.00						
October 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	12	12	1.00	0.00						
October 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	1.00	0.00						
October 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	8	8	1.00	0.00	63	46	1.37	0.77	-1.252066	-1.761202
October 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	3	1.00	0.00						
October 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	22	10	2.20	2.57	-0.444614	-1.270306
October 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	2	4.00	0.00	2	1	2.00	0.00		
October 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	34	7	4.86	4.02						
October 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	15	3	5.00	3.00	213	20	10.65	10.70	-0.853006	-1.518591
October 2013	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	1.00	0.00						
October 2013	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	5:25	69	0:05							
October 2013	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	34	34	100.00%							
October 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,658	3,659	99.97%							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1616.67	12,530	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8806.84	4,893	1.80							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	10423.51	12,530	0.83							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	258.64	2,147	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	3520.06	2,147	1.64							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	146.62	1,187	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2433.48	606	4.02							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2580.10	1,187	2.17							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	300.71	2,471	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17317.50	1,889	9.17							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	17618.21	2,471	7.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	468.72	3,960	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	10273.61	8,622	1.19							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	10742.33	3,960	2.71							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	134.18	1,054	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3105.51	688	4.51							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	3239.69	1,054	3.07							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	359.68	3,103	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9071.72	5,448	1.67							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	9431.40	3,103	3.04							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	731.17	1,137	0.64							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	244.86	1,889	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2521.29	1,139	2.21							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	3497.32	1,889	1.85							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	218.70	1,710	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	15150.65	987	15.35							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	15369.35	1,710	8.99							
October 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	118	1,791	0.07	0.27	347	16,630	0.02	0.16	11.476064	5.976951
October 2013	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
October 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Manual Service Order Accuracy	Benchmark	95.00%	82	82	100.00%							
October 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	562	565	99.47%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	355	497	71.43%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	330	556	59.35%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	879	1,442	60.96%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	355	363	97.80%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	330	334	98.80%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	879	890	98.76%							
October 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	1467:44	169	8:41							
October 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:874:38	9,941	00:0:05							
October 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	56:23	10	5:38							
October 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	771	21,177	3.64%							
October 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	9,941	21,177	46.94%							
October 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	10	17	58.82%							
October 2013	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	849	851	99.76%							
October 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	301	301	100.00%							
October 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	700	701	99.86%							
October 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	335	335	100.00%							
October 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	116	117	99.15%							
October 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	879	885	99.32%							
October 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	119	119	100.00%							
October 2013	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
October 2013	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	6	6	100.00%							
October 2013	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	35	35	100.00%							
October 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	137:23	2,481	0:03							
October 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	3,650	3,668	99.51%	6.99%	132,643	134,390	98.70%	11.33%	-4.268849	-3.595276
October 2013	Pre-Ordering	PO-8A	Non-Designed Services	Non-Designed Services	Parity	N/A	5	1	5.00	0.00	14	20	0.70	1.13	-3.718287	-3.260558
October 2013	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	340	79	4.30	2.19	14	20	0.70	1.13	-12.756762	-8.75556
October 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	2	0.00%	0.00%	5	77	6.49%	24.64%	-1.158468	-1.704298
October 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	28	79	35.44%	47.83%	5	77	6.49%	24.64%	-7.336309	-5.460159
#####	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	32,691	36,749	0.89	0.82	520,615	235,298	2.21	4.16	-56.753056	-35.503408
#####	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	13,610,211	13,610,212	100.00%							
#####	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	380	468	0.81	0.40	520,615	235,298	2.21	4.16	-7.283296	-5.42793
#####	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	32,311	36,281	0.89	0.83	520,615	235,298	2.21	4.16	-56.396382	-35.286566
#####	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	893	893	100.00%							
#####	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	2,991,285	2,995,927	99.85%							
#####	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	17,944	17,944	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
#####	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,419	6,425	99.91%	3.05%	79,277	79,706	99.46%	7.32%	-4.688108	-3.850167
#####	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	17,475	17,475	100.00%							
#####	Collocation	CP-1C	Scheduled Interval 121 to 150 Calendar Days		Benchmark	150.00	All	121	1	121.00						
#####	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%		1	1	100.00%						
#####	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10.00		20	2	10.00						
#####	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%		2	2	100.00%						
#####	Database Updates	DB-1A	All	E911	Parity by Design	N/A	405,08	19,360	0.01							
#####	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	3,530,681	3,398,312	1.04							
#####	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	8897,19	54,208	0.16							
#####	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	52,137	52,515	99.28%							
#####	Directory Assistance	DA-1	Speed of Answer - Directory Assistance		Parity by Design	N/A					8.49	1	8.49			
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	28,980	28,980	100.00%							
#####	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	28,980	28,980	100.00%							
#####	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	82,825	82,920	99.89%							
#####	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,060	21,060	100.00%							
#####	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	80,738	80,760	99.97%							
#####	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%		0	0							
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	1	2	50.00%	50.00%	2	10	20.00%	40.00%	0.114185	-0.93058
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	4	13	30.77%	46.15%	377	1,064	35.43%	47.83%	-0.349383	-1.21241
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	PBX	Parity	N/A	1	1	100.00%	0.00%	3	6	50.00%	50.00%	-0.180012	-1.10944
#####	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	11	84	13.10%	33.73%	1,918	8,049	23.83%	42.60%	-2.297159	-2.396573
#####	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	6,763	8,323	81.26%	39.03%	162,429	251,080	64.69%	47.79%	-31.108475	-19.91261
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	4	4	100.00%	0.00%	118	149	79.19%	40.59%	-1.01162	-1.615021
#####	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	12	14	85.71%	34.99%	1,319	1,573	83.85%	36.80%	-0.188476	-1.114585
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	35	38	92.11%	26.97%	-0.288992	-1.175695
#####	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	4	75.00%	43.30%	296	344	86.05%	34.65%	0.109041	-0.933708
#####	Maintenance and Repair	MR-3C	No dispatches	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	10	100.00%	0.00%	8	8	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20	20	100.00%	0.00%	8	8	100.00%	0.00%		
#####	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	110	112	98.21%	13.24%	1,464	1,750	83.66%	36.98%	-4.039232	-3.455679
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	30	30	100.00%	0.00%						
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	56	58	96.55%	18.25%	331	382	86.65%	34.01%	-2.065993	-2.256035
#####	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%						
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	6	6	100.00%	0.00%	382	425	89.88%	30.16%	-0.816082	-1.496143
#####	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	49	52	94.23%	23.32%	3,959	4,523	87.53%	33.04%	-1.454161	-1.884067
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	132	138	95.65%	20.39%	-0.29935	-1.181992
#####	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	16	17	94.12%	23.53%	921	998	92.28%	26.68%	-0.280862	-1.170752
#####	Maintenance and Repair	MR-4C	No dispatches	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-4C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	48	48	100.00%	0.00%		
#####	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	340	344	98.84%	10.72%	-0.187053	-1.11372
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	15	100.00%	0.00%	8	8	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	25	100.00%	0.00%	8	8	100.00%	0.00%		
#####	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	170	171	99.42%	7.62%	4,666	5,277	88.42%	32.00%	-4.421943	-3.688351
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	30	30	100.00%	0.00%						
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	59	59	100.00%	0.00%	1,116	1,199	93.08%	25.38%	-2.045042	-2.243297
#####	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%						
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS0	Parity	N/A	0	1	0.00%	0.00%	31	33	93.94%	23.86%	1.351702	-0.178223
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	4	4	100.00%	0.00%	25	26	96.15%	19.23%	-0.37238	-1.226391
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	74	88	84.09%	36.58%	24	25	96.00%	19.60%	2.492102	-0.48491
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	1	1	100.00%	0.00%						
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UDIT Above DS1 Level	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%	25	26	96.15%	19.23%	-0.272554	-1.165701
#####	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	124	148	83.78%	36.86%	22	23	95.65%	20.39%	2.428486	-0.523586
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	1	1	100.00%	0.00%	25	29	86.21%	34.48%	-0.393277	-1.239095
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	19	24	79.17%	40.61%	0.706303	-0.570599
#####	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	17	22	77.27%	41.91%	21	26	80.77%	39.41%	-0.106034	-2.064464
#####	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	23	30	76.67%	42.30%	19	24	79.17%	40.61%	-0.232428	-2.141306

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
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	92:09	6	15:21	9.14	9798:29	425	23:03	21:56	-1.70774	-3.038232
#####	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1225:22	52	23:34	20:11	118562:29	4,518	26:15	26:16	-0.730873	-1.444339
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	12:11	2	6:05	4:07	2338:23	138	16:57	17:51	-0.853867	-1.519114
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	289:49	17	17:03	12:54	21855:23	998	21:54	33:34	-0.590729	-1.359138
#####	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	UNE - P (POTS)	Parity	N/A	26:17	2	13:08	12:53	24193:46	1,136	21:18	32:07	-0.358844	-1.218162
#####	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	12:11	2	6:05	4:07	2338:23	138	16:57	17:51	-0.853867	-1.519114
#####	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	UNE - P (POTS)	Parity	N/A	26:17	2	13:08	12:53	24193:46	1,136	21:18	32:07	-0.358844	-1.218162
#####	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Basic Rate ISDN	Parity	N/A	2:11	1	2:11	0:00	2:11	1	2:11	0:00		
#####	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Business	Parity	N/A	0:01	1	0:01	0:00	110:45	32	3:28	9:01	-0.376048	-1.228621
#####	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Basic Rate ISDN	Parity	N/A	2:11	1	2:11	0:00	2:11	1	2:11	0:00		
#####	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Business	Parity	N/A	0:01	1	0:01	0:00	111:15	48	2:19	7:30	-0.303458	-1.18449
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	DS0	Parity	N/A	6:14	1	6:14	0:00	85:33	33	2:36	4:18	1.475791	-0.102783
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0:38	1	0:38							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	UDIT Above DS1 Level	Parity	N/A	3:29	2	1:44	0:56	1:08	1	1:08	0:00		
#####	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	5:51	2	2:55	0:15	33:32	26	1:17	1:16	1.598193	-0.028368
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS0	Parity	N/A	6:14	1	6:14	0:00	84:25	25	3:23	4:41	1.365806	-0.169649
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	9:04	4	2:16	0:52	28:15	14	2:01	1:20	0.481727	-0.707131
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	253:45	88	2:53	2:22	28:15	14	2:01	1:20	1.16012	-0.294697
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0:38	1	0:38							
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	2:38	1	2:38	0:00						
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UDIT Above DS1 Level	Parity	N/A	3:29	2	1:44	0:56	1:08	1	1:08	0:00		
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	39:07	15	2:36	1:16	25:03	8	3:08	2:17	-0.524354	-1.318784
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	66:15	25	2:39	1:13	25:03	8	3:08	2:17	-0.519556	-1.315867
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	5:51	2	2:55	0:15	28:15	14	2:01	1:20	0.97815	-0.405327
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	418:47	147	2:51	2:04	28:15	14	2:01	1:20	1.391744	-0.15388
#####	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1239:04	171	7:15	6:33	129724:36	5,142	25:14	25:48	-8.968922	-6.452718
#####	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	2:25	1	2:25	0:00	62:32	29	2:09	2:55	0.379926	-0.769021
#####	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	3:01	1	3:01	0:00						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	2:25	1	2:25	0:00	57:33	18	3:12	3:19	-0.229462	-1.139503
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	4:19	1	4:19	0:00	94:27	22	4:18	5:25	0.67449	-0.589939
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	59:11	22	2:41	1:24	100:22	24	4:11	5:12	-0.97219	-1.59105
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:28	1	0:28	0:00						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	95:30	30	3:11	3:11						
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	128:17	30	4:17	6:32	94:27	22	4:18	5:25	-0.011225	-1.006824
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	611:41	59	10:22	7:56	24464:00	1,177	20:47	31:43	-2.46205	-2.49682
#####	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	3:01	1	3:01	0:00						
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Business	Parity	N/A	0	6	0.00%	0.00%	38	484	7.85%	26.90%	-0.710599	-1.432014
#####	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	5	53	9.43%	29.23%	619	4,755	13.02%	33.65%	-0.771087	-1.468788
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	2	0.00%	0.00%	22	155	14.19%	34.90%	-0.5715	-1.347448
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	17	5.88%	23.53%	134	1,030	13.01%	33.64%	-0.866421	-1.526747
#####	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	UNE - P (POTS)	Parity	N/A	1	2	50.00%	50.00%	156	1,185	13.16%	33.81%	0.683534	-0.584441
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Basic Rate ISDN	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Business	Parity	N/A	0	1	0.00%	0.00%	6	48	12.50%	33.07%	-0.374088	-1.227429
#####	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	3	0.00%	0.00%	43	346	12.43%	32.99%	-0.649679	-1.394977
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS0	Parity	N/A	0	1	0.00%	0.00%	0	33	30.30%	45.96%	-0.649611	-1.394936
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	3	4	75.00%	43.30%	1	26	3.85%	19.23%	2.666576	0.621163
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	25	88	28.41%	45.10%	1	26	3.85%	19.23%	2.57296	0.564249
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0	1	0.00%							
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UDIT Above DS1 Level	Parity	N/A	0	2	0.00%	0.00%	2	3	66.67%	47.14%	-1.549193	-1.941843
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	15	0.00%	0.00%	0	8	0.00%	0.00%		
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	25	0.00%	0.00%	0	8	0.00%	0.00%		
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	1	26	3.85%	19.23%	-0.272554	-1.165701
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	148	14.19%	34.89%	1	26	3.85%	19.23%	1.169768	-0.288832
#####	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	11	171	6.43%	24.53%	696	5,569	12.50%	33.07%	-2.362307	-2.436181
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	1	0.00%	0.00%	4	29	13.79%	34.48%	-0.393277	-1.239095
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	6	24	25.00%	43.30%	-0.565685	-1.343912
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	22	31.82%	46.58%	7	26	26.92%	44.36%	0.056733	-0.965509
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	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
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	30	3.33%	17.95%						
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	30	13.33%	33.99%	6	24	25.00%	43.30%	-0.98382	-1.59812
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	6	59	10.17%	30.22%	166	1,249	13.29%	33.95%	-0.690098	-1.41955
#####	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	0	1	0.00%	0.00%						
#####	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	1	286	0.35%	5.90%	8	3,703	0.22%	4.64%	0.029002	-0.982368
#####	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	9	1,872	0.48%	6.92%	687	126,500	0.54%	7.35%	-0.364164	-1.221396
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%		53	26,064	0.20%	4.50%	-0.168852	-1.102655
#####	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	68	0.00%		2	1,701	0.12%	3.43%	-0.277435	-1.168668
#####	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	110	5,938	1.85%	13.48%	51	2,994	1.70%	12.94%	0.513961	-0.687534
#####	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	97,128	0.00%	0.56%	0	86,170	0.00%			
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	231	0.00%		6,818	599,075	1.14%	10.61%	-1.630406	-1.991216
#####	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	0	67	0.00%		6,818	599,075	1.14%	10.61%	-0.878186	-1.533899
#####	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	548	0.00%		3	10,357	0.03%	1.70%	-0.38833	-1.236088
#####	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	73	5,560	1.31%	11.38%	6,131	472,575	1.30%	11.32%	0.102125	-0.937912
#####	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	197	0.00%							
#####	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	5,610	0.27%	5.16%	8	3,579	0.22%	4.72%	0.434065	-0.736107
#####	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	2	19	10.53%	30.69%	6,818	599,075	1.14%	10.61%	2.064487	0.255119
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	55	12,096	0.45%	6.73%	8	3,581	0.22%	4.72%	2.575133	0.56557
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	178	12,826	1.39%	11.70%	47	2,732	1.72%	13.00%	-1.213723	-1.737891
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	0	84	0.00%		50	3,237	1.54%	12.33%	-1.133367	-1.689038
#####	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	230	61,169	0.38%	6.12%	6,818	599,087	1.14%	10.61%	-16.925604	-11.290037
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Business	Parity	N/A	6	6	100.00%	0.00%	438	484	90.50%	29.33%	-0.788937	-1.479639
#####	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	49	53	92.45%	26.42%	4,432	4,755	93.21%	25.16%	0.022723	-0.986185
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	1	2	50.00%	50.00%	142	155	91.61%	27.72%	0.950564	-0.422098
#####	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	15	17	88.24%	32.22%	927	1,030	90.00%	30.00%	-0.053781	-1.032697
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Business	Parity	N/A	1	1	100.00%	0.00%	47	48	97.92%	14.28%	-0.144369	-1.08777
#####	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	3	3	100.00%	0.00%	338	346	97.69%	15.03%	-0.265322	-1.161304
#####	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	13	42,096	0.03%	0.16%						-2.905348
#####	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	1	27,880	0.00%	0.02%						-2.994422
#####	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	21	42,384	0.05%							
#####	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	27,880	0.00%							
#####	Network Performance	NP-1A	NXX Code Activation	All	Parity	N/A	1	1	100.00%	0.00%						
#####	Network Performance	NP-1B	NXX Code Activation - Facility Delays	All	Diagnostic	N/A	0	1	0.00%							
#####	Operator Services	OS-1	Speed of Answer - Operator Services		Parity by Design	N/A					8.09	1	8.09			
#####	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	23	23	100.00%							
#####	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	23	0.00%							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,146	3	382.00							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	12	1	12.00	0.00	5,307	74	71.72	189.27	-0.313399	-1.190533
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	22	1	22.00							
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	224	1	224.00	0.00						
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	1	69.00	0.00						
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	335	4	83.75	160.25	596	4	149.00	239.04	-0.386029	-1.234689
#####	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	485	12	40.42	83.65	7,365	126	58.45	149.94	-0.39815	-1.242058
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	0	3	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	0	1	0.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	2	4	50.00%							
#####	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	9	12	75.00%							
#####	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	4,883	4,883	100.00%							
#####	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	4,883	4,883	100.00%							
#####	Ordering and Provisioning	OP-2	Calls Answered w/ 20 seconds - IPC		Parity	N/A	3,901	4,197	92.95%	25.60%	491,942	1,165,901	42.19%	49.39%		
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	5	5	100.00%	0.00%	480	501	95.81%	20.04%	-0.465391	-1.282937
#####	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	57	57	100.00%	0.00%	2,184	2,229	97.98%	14.06%	-1.070124	-1.650589
#####	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Business	Parity	N/A	1	2	50.00%	50.00%	57	64	89.06%	31.21%	0.740921	-0.549552
#####	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	18	18	100.00%	0.00%	273	281	97.15%	16.63%	-0.704073	-1.428046
#####	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	13	13	100.00%	0.00%	105	107	98.13%	13.54%	-0.469887	-1.285671
#####	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	46	46	100.00%	0.00%	1,723	1,726	99.83%	4.17%	-0.279309	-1.169808
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	13	16	81.25%							

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
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	3	5	60.00%	48.99%	-0.745356	-1.453144
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	114	121	94.21%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	203	204	99.51%							
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%	0	1	0.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	181	188	96.28%	18.93%	0	1	0.00%	0.00%		
#####	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	501	511	98.04%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	26	28	92.86%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	9	9	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	52	52	100.00%							
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	7	10	70.00%	45.83%	1	1	100.00%	0.00%	-0.604585	-1.367562
#####	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	44	46	95.65%							
#####	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Business	Parity	N/A	23	4	5.75	4.99	1,460	316	4.62	3.91	0.834499	-0.492661
#####	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	82	17	4.82	2.63	6,687	1,559	4.29	3.24	0.772193	-0.53054
#####	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	19	5	3.80	2.17	586	202	2.90	2.16	1.084823	-0.340474
#####	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	12	12	1.00	0.00	106	65	1.63	1.17	-1.720511	-2.045996
#####	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	635	543	1.17	0.55	-0.307341	-1.18685
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	80	14	5.71							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	10	2	5.00							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	39	17	2.29							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	193	64	3.02							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	10	2	5.00	0.00						
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	802	173	4.64							
#####	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,339	271	4.94							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	73	20	3.65							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	6	2	3.00							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	30	10	3.00							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	80	8	10.00							
#####	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	168	35	4.80							
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	18	20	90.00%	30.00%	651	673	96.73%	17.78%	1.038525	-0.368621
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	42	44	95.45%	20.83%	2	2	100.00%	0.00%	-1.365867	-1.830388
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3	3	100.00%							
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	5	5	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	112	121	92.56%	26.24%	3,847	4,237	90.80%	28.91%	-0.662802	-1.402955
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	118	130	90.77%	28.95%	55	55	100.00%	0.00%	2.245573	0.365211
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	244	256	95.31%	21.14%	55	55	100.00%	0.00%	1.326474	-0.193561
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	187	198	94.44%	22.91%	2	2	100.00%	0.00%	-1.241361	-1.754694
#####	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	532	557	95.51%	20.70%	2,871	3,076	93.34%	24.94%	-1.894844	-2.151983
#####	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	20	20	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	44	44	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS3 Capable	Benchmark	96.50%	3	3	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	121	121	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	130	130	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	256	256	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 4 Wire Non-Loaded	Benchmark	96.50%	2	2	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	198	198	100.00%							
#####	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	557	557	100.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	2	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	0	2	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	0	9	0.00%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	13	7.69%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	6	17	35.29%							
#####	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	3	28	10.71%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	18	20	90.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	42	44	95.45%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3	3	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	112	121	92.56%							

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
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	118	130	90.77%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	244	256	95.31%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 4 Wire Non-Loaded	Diagnostic	N/A	2	2	100.00%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	187	198	94.44%							
#####	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	532	557	95.51%							
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	3	1.00	0.00	18	18	1.00	0.00		
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	1.00	0.00						
#####	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	10	6	1.67	1.63	105	46	2.28	2.33	-0.610246	-1.371003
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	1	2.00	0.00						
#####	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	16	9	1.78	1.56	-0.47194	-1.286919
#####	Ordering and Provisioning	OP-6B-2	Dispatches outside MSAs	Business	Parity	N/A	1	1	1.00	0.00	14	2	7.00	0.00		
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	1.00	0.00	3	1	3.00	0.00		
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	1	2.00	0.00	3	1	3.00	0.00		
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	6	2.17	1.83	44	1	44.00	0.00		
#####	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	8	4	2.00	0.00	206	20	10.30	11.18	-1.355613	-1.824154
#####	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	8	2	4.00							
#####	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	49	2	24.50	33.23						
#####	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	7	1	7.00	0.00	35	6	5.83	5.15	-0.017547	-1.010668
#####	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	4:35	52	0:05							
#####	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	40	40	100.00%							
#####	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,816	4,816	100.00%							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2519.53	20,072	0.13							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16120.96	7,919	2.04							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	18640.49	20,072	0.93							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	409.17	3,450	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	6076.80	3,450	1.76							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	243.02	2,047	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4396.27	1,150	3.82							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	4639.29	2,047	2.27							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	477.53	4,017	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	28735.67	3,135	9.17							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	29213.20	4,017	7.27							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	751.18	6,475	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	17263.85	14,331	1.20							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	18015.03	6,475	2.78							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	211.89	1,696	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	5446.64	1,149	4.74							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	5658.53	1,696	3.34							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	578.05	5,079	0.11							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	13915.73	8,880	1.57							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	14493.78	5,079	2.85							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1116.59	1,799	0.62							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	359.32	2,915	0.12							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	4125.50	1,799	2.29							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5601.41	2,915	1.92							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	345.60	2,706	0.13							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	26253.52	943	18.84							
#####	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	26599.12	2,706	9.83							
#####	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	80	1,700	0.05	0.22	374	16,163	0.02	0.16	5.796438	2.523984
#####	Pre-Ordering	PO-16	Timely Release Notifications		Benchmark	92.50%	1	1	100.00%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	69	69	100.00%							
#####	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	579	579	100.00%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	472	635	74.33%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	363	537	67.60%							
#####	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	981	1,450	67.66%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	472	481	98.13%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	363	363	100.00%							
#####	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	981	991	98.99%							
#####	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	356:25	148	2:24							

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
#####	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0.18	00:748:14	8,203	00:0:05							
#####	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	47:23	6	7:54							
#####	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	642	18,494	3.47%							
#####	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,203	18,494	44.35%							
#####	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	6	21	28.57%							
#####	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	960	961	99.90%							
#####	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	336	336	100.00%							
#####	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	835	836	99.88%							
#####	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	441	442	99.77%							
#####	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	94	94	100.00%							
#####	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	745	752	99.07%							
#####	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	129	129	100.00%							
#####	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	15	15	100.00%							
#####	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	16	16	100.00%							
#####	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	156:45	2,482	0:04							
#####	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	3,358	3,367	99.73%	5.16%	121,213	122,280	99.13%	9.30%	-3.72549	-3.264937
#####	Pre-Ordering	PO-8A	Non-Designed Services	Non-Designed Services	Parity	N/A	20	3	6.67	1.15	15	13	1.15	0.99	-8.719401	-6.30102
#####	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	94	32	2.94	2.92	15	13	1.15	0.99	-5.494036	-4.340137
#####	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	1	8	12.50%	33.07%	6	78	7.69%	26.65%	-0.485996	-1.295464
#####	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	8	50	16.00%	36.66%	6	78	7.69%	26.65%	-1.720919	-2.046245
August 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	37,871	40,767	0.93	0.65	647,453	250,263	2.59	4.74	-65.493806	-40.817407
August 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	13,839,927	13,839,936	100.00%							
August 2013	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	368	439	0.84	0.37	647,453	250,263	2.59	4.74	-7.723168	-5.695353
August 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	37,503	40,328	0.93	0.65	647,453	250,263	2.59	4.74	-65.150587	-40.608744
August 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,034	1,035	99.90%							
August 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	3,097,701	3,098,371	99.98%							
August 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	17,064	17,064	100.00%							
August 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,621	6,629	99.88%	3.47%	77,526	77,976	99.42%	7.57%	-4.709784	-3.863345
August 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	16,354	16,354	100.00%							
August 2013	Collocation	CP-1C	Scheduled Interval 121 to 150 Calendar Days	All	Benchmark	150.00	160	2	80.00							
August 2013	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Benchmark	90.00%	2	2	100.00%							
August 2013	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10:00	10	1	10:00							
August 2013	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%	1	1	100.00%							
August 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	411:32	20,278	0:01							
August 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	4,516,629	4,398,795	1.03							
August 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	9609.18	57,674	0.17							
August 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	55,527	56,121	98.94%							
August 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.75	1	8.75			
August 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	30,355	30,420	99.79%							
August 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,420	30,420	100.00%							
August 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	86,123	86,280	99.82%							
August 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	22,500	22,500	100.00%							
August 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	83,720	83,850	99.84%							
August 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	2	5	40.00%	48.99%	6	17	35.29%	47.79%	-0.305174	-1.185532
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	3	12	25.00%	43.30%	371	1,171	31.68%	46.52%	-0.495027	-1.300955
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	PBX	Parity	N/A	1	3	33.33%	47.14%	1	4	25.00%	43.30%	-0.565949	-1.344072
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	19	103	18.45%	38.79%	2,196	9,104	24.12%	42.78%	-1.338615	-1.81382
August 2013	Maintenance and Repair	MR-2	Calls Answered w/ 20 seconds - IRC	All	Parity	N/A	6,560	7,299	89.88%	30.17%	188,346	214,623	87.76%	32.78%	-5.430501	-4.30151
August 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Basic Rate ISDN	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	12	15	80.00%	40.00%	1,591	1,797	88.54%	31.86%	0.689066	-0.581078
August 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	0	1	0.00%	0.00%	41	45	91.11%	28.46%	1.233495	-0.250089
August 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	7	71.43%	45.18%	332	363	91.46%	27.95%	1.16472	-0.291901
August 2013	Maintenance and Repair	MR-3C	No dispatches	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	16	16	100.00%	0.00%	11	11	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	18	100.00%	0.00%	11	11	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	146	148	98.65%	11.55%	1,740	1,974	88.15%	32.32%	-3.812409	-3.31778
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25	27	92.59%	26.19%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	39	45	86.67%	33.99%	378	413	91.53%	27.85%	0.831974	-0.494196
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Basic Rate ISDN	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	5	5	100.00%	0.00%	454	489	92.84%	25.78%	-0.617706	-1.375539
August 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	56	57	98.25%	13.13%	4,809	5,174	92.95%	25.61%	-1.554162	-1.944864
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	3	66.67%	47.14%	144	151	95.36%	21.03%	1.04156	-0.366776
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Line Splitting	Parity	N/A	1	1	100.00%	0.00%	1,123	1,198	93.74%	24.22%	-0.258321	-1.157048
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	PBX	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	22	23	95.65%	20.39%	979	1,047	93.51%	24.64%	-0.413297	-1.251267
August 2013	Maintenance and Repair	MR-4C	No dispatches	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22	22	100.00%	0.00%	11	11	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	20	20	100.00%	0.00%	11	11	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - XDSL	Parity	N/A	1	1	100.00%	0.00%	40	40	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	203	203	100.00%	0.00%	5,624	6,029	93.28%	25.03%	-3.76064	-3.286307
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	27	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	43	46	93.48%	24.69%	1,209	1,286	94.01%	23.73%	-0.076266	-1.046367
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	1	1	100.00%	0.00%	35	40	87.50%	33.07%	-0.373327	-1.226967
August 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	80	96	83.33%	37.27%	31	36	86.11%	34.58%	0.18569	-1.887108
August 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	4	5	80.00%	40.00%						
August 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	5	5	100.00%	0.00%	35	40	87.50%	33.07%	-0.796819	-1.484432
August 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	103	126	81.75%	38.63%	31	36	86.11%	34.58%	0.664894	-1.595774
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS1	Parity	N/A	3	3	100.00%	0.00%	19	26	73.08%	44.36%	-0.995452	-1.605192
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	37	59.46%	49.10%	19	26	73.08%	44.36%	1.69132	-0.97175
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	16	22	72.73%	44.54%	19	26	73.08%	44.36%	-0.587264	-2.35703
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Basic Rate ISDN	Parity	N/A	14:25	2	7:12	1:02	15:33	5	3:07	2:43	1.340755	-0.184879
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Basic Rate ISDN	Parity	N/A	14:25	2	7:12	1:02	15:56	6	2:39	2:40	1.607248	-0.022863
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	62:59	5	12:36	8:09	10581:13	488	21:41	32:05	-0.629923	-1.382966
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	62:59	5	12:36	8:09	10581:38	489	21:38	32:04	-0.627276	-1.381357
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1054:18	57	18:30	11:04	108679:13	5,173	21:01	25:29	-0.740381	-1.45012
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	74:14	3	24:45	36:59	2669:08	151	17:41	17:55	1.019428	-0.380232
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Line Splitting	Parity	N/A	15:25	1	15:25	0:00	22241:09	1,198	18:34	17:34	-0.179133	-1.108905
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	PBX	Parity	N/A	48:20	2	24:10	1:21	11:06	2	5:33	2:47	0.437154	-0.73423
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	513:46	23	22:20	12:54	19572:01	1,047	18:42	17:31	0.938476	-0.429447
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	74:14	3	24:45	36:59	2669:08	151	17:41	17:55	1.015222	-0.382789
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Line Splitting	Parity	N/A	15:25	1	15:25	0:00	22241:09	1,198	18:34	17:34	-0.179133	-1.108905
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	PBX	Parity	N/A	48:20	2	24:10	1:21	11:06	2	5:33	2:47	0.390726	-0.762456
August 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Basic Rate ISDN	Parity	N/A	0:51	1	0:51	0:00	4:15	4	1:04	0:24	-0.471526	-1.286667
August 2013	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Basic Rate ISDN	Parity	N/A	0:51	1	0:51	0:00	4:56	5	0:59	0:23	-0.321468	-1.195439
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	19:43	5	3:57							
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	14:04	5	2:49	0:21	95:41	40	2:24	2:40	0.538836	-0.672411
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	2:36	1	2:36	0:00	89:32	28	3:12	2:49	-0.207984	-1.126445
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	271:33	96	2:50	1:45	78:55	24	3:17	3:02	-0.663001	-1.403076
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	19:43	5	3:57							
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	55:34	22	2:32	1:20	19:48	9	2:12	2:13	0.24559	-0.850692
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	50:18	20	2:31	1:52	19:48	9	2:12	2:13	0.163658	-0.900503
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	14:04	5	2:49	0:21	89:32	28	3:12	2:49	-0.28034	-1.170435
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	354:23	125	2:50	2:05	85:25	26	3:17	2:55	-0.716599	-1.435661
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	2:46	1	2:46	0:00	89:32	28	3:12	2:49	-0.149979	-1.091181
August 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1253:27	203	6:10	4:32	121528:23	5,883	20:39	25:58	-7.813225	-5.750103
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	2:36	1	2:36	0:00						
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	5:53	3	1:58	1:05	91:44	20	4:35	4:17	-0.990974	-1.602469
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	146:01	37	3:57	2:55	91:44	20	4:35	4:17	-0.539103	-1.327752
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:24	1	3:24	0:00						
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:47	2	1:54	1:23						
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	160:00	27	5:56	9:20						
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	102:00	22	4:38	5:30	91:44	20	4:35	4:17	0.070243	-0.957295

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	1613:18	46	35:04	141:52	23277:21	1,264	18:25	17:53	1.85218	0.126045
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	2:36	1	2:36	0:00						
August 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Basic Rate ISDN	Parity	N/A	1	2	50.00%	50.00%	2	6	33.33%	47.14%	-0.366106	-1.222577
August 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Business	Parity	N/A	0	6	0.00%	0.00%	54	557	9.69%	29.59%	-0.798292	-1.485327
August 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/l MSA	Residence	Parity	N/A	5	61	8.20%	27.43%	561	5,457	10.28%	30.37%	-0.532878	-1.323967
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	3	0.00%	0.00%	25	161	15.53%	36.22%	-0.735787	-1.447327
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Line Splitting	Parity	N/A	0	1	0.00%	0.00%	169	1,238	13.65%	34.33%	-0.397447	-1.241631
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	PBX	Parity	N/A	1	2	50.00%	50.00%	1	2	50.00%	50.00%	0	-1
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	1	23	4.35%	20.39%	144	1,077	13.37%	34.03%	-1.258065	-1.764849
August 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Basic Rate ISDN	Parity	N/A	0	1	0.00%	0.00%	0	5	0.00%	0.00%		
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	6	40	15.00%	35.71%	-0.414929	-1.252259
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23	96	23.96%	42.68%	6	40	15.00%	35.71%	0.929583	-0.434854
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0	5	0.00%							
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	22	4.55%	20.83%	2	11	18.18%	38.57%	-0.957427	-1.582074
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	20	15.00%	35.71%	2	11	18.18%	38.57%	-0.219767	-1.133609
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	1	5	20.00%	40.00%	6	40	15.00%	35.71%	-0.225396	-1.137031
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	13	126	10.32%	30.42%	6	40	15.00%	35.71%	-0.722583	-1.439299
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	6	40	15.00%	35.71%	-0.414929	-1.252259
August 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	22	203	10.84%	31.09%	660	6,382	10.34%	30.45%	0.139958	-0.914912
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	1	3	33.33%	47.14%	4	26	15.38%	36.08%	0.135555	-0.917588
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	37	21.62%	41.17%	4	26	15.38%	36.08%	0.282013	-0.828549
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	27	11.11%	31.43%						
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	22	22.73%	41.91%	4	26	15.38%	36.08%	0.282656	-0.828157
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	5	46	10.87%	31.13%	181	1,326	13.65%	34.33%	-0.540007	-1.328301
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop ISDN Capable	Parity	N/A	0	1	0.00%	0.00%						
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	3	286	1.05%	10.19%	11	3,789	0.29%	5.38%	1.476417	-0.102402
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	9	1,886	0.48%	6.89%	800	127,374	0.63%	7.90%	-0.823283	-1.500521
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%		41	27,091	0.15%	3.89%	-0.145633	-1.088539
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	68	0.00%		3	1,745	0.17%	4.14%	-0.33573	-1.204109
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	133	5,960	2.23%	14.77%	62	3,033	2.04%	14.15%	0.59363	-0.639098
August 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	97,680	0.00%	0.32%	1	86,506	0.00%	0.34%	-0.083307	-1.050647
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	238	0.00%		7,708	605,370	1.27%	11.21%	-1.751645	-2.064925
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	1	69	1.45%	11.95%	7,708	605,370	1.27%	11.21%	-0.219786	-1.133621
August 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	2	593	0.34%	5.80%	3	10,418	0.03%	1.70%	4.306413	1.618113
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	84	5,527	1.52%	12.23%	6,908	477,996	1.45%	11.93%	0.462116	-0.719054
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	194	0.00%							
August 2013	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	24	5,598	0.43%	6.53%	11	3,663	0.30%	5.47%	1.104405	-0.32857
August 2013	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	19	0.00%		7,708	605,370	1.27%	11.21%	-0.495009	-1.300944
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	47	12,101	0.39%	6.22%	11	3,665	0.30%	5.47%	0.855756	-0.479737
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	148	12,839	1.15%	10.67%	62	2,787	2.22%	14.75%	-3.477866	-3.114392
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	87	1.15%	10.66%	66	3,296	2.00%	14.01%	-0.560617	-1.340831
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	249	61,420	0.41%	6.35%	7,708	605,382	1.27%	11.21%	-18.27837	-12.11246
August 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Business	Parity	N/A	3	6	50.00%	50.00%	487	557	87.43%	33.15%	1.861319	0.131601
August 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	49	61	80.33%	39.75%	5,029	5,453	92.22%	26.78%	2.805207	0.705445
August 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	3	3	100.00%	0.00%	138	161	85.71%	34.99%	-0.700609	-1.42594
August 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	PBX	Parity	N/A	2	2	100.00%	0.00%	1	2	50.00%	50.00%	-1	-1.607957
August 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	18	23	78.26%	41.25%	994	1,081	91.95%	27.20%	1.794922	0.091235
August 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Offices	LIS Trunk	Parity	N/A	33	42,528	0.08%	0.46%						
August 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Offices	LIS Trunk	Parity	N/A	1	27,880	0.00%	0.07%						
August 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Offices	LIS Trunk	Diagnostic	N/A	33	42,528	0.08%							
August 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Offices	LIS Trunk	Diagnostic	N/A	1	27,880	0.00%							
August 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.49	1	8.49			
August 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	22	22	100.00%							
August 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop Other	Benchmark	95.00%	0	2	0.00%							
August 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	22	0.00%							
August 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop Other	Diagnostic	N/A	2	2	100.00%							
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,095	5	219.00							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	2	1	2.00							
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	49	1	49.00	0.00						
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - ADSL Qualified	Parity	N/A	204	1	204.00	0.00						
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	30	2	15.00	19.80	584	4	146.00	226.61	-0.667503	-1.405813
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	629	11	57.18	83.98	6,746	107	63.05	157.24	-0.117801	-1.071618
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1	5	20.00%							
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	2	2	100.00%							
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	7	11	63.64%							
August 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	5,021	5,021	100.00%							
August 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	5,021	5,021	100.00%							
August 2013	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC		Parity	N/A	3,958	4,240	93.35%	24.92%	330,980	1,131,805	29.24%	45.49%		
August 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	502	523	95.98%	19.63%	-0.204335	-1.124227
August 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	60	60	100.00%	0.00%	2,584	2,626	98.40%	12.55%	-0.976446	-1.593637
August 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	79	80	98.75%	11.11%	-0.111812	-1.067977
August 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	15	15	100.00%	0.00%	318	325	97.85%	14.52%	-0.561802	-1.341551
August 2013	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	24	24	100.00%	0.00%	77	78	98.72%	11.25%	-0.488211	-1.296811
August 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	70	70	100.00%	0.00%	1,887	1,890	99.84%	3.98%	-0.327587	-1.199159
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	16	18	88.89%							
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	PBX	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	119	119	100.00%							
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - ADSL Qualified	Benchmark	90.00%	101	104	97.12%							
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	208	229	90.83%	28.86%	7	8	87.50%	33.07%	-0.27992	-1.170179
August 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	543	562	96.62%							
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	49	54	90.74%							
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	106	107	99.07%							
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - ADSL Qualified	Benchmark	90.00%	5	5	100.00%							
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	0	1	0.00%	0.00%		
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	42	43	97.67%							
August 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Business	Parity	N/A	3	1	3.00	0.00	1,848	367	5.04	5.17	-0.392887	-1.238858
August 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	93	25	3.72	2.11	8,011	1,943	4.12	3.50	-0.572269	-1.347915
August 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Business	Parity	N/A	2	1	2.00	0.00	210	55	3.82	3.31	-0.54504	-1.331361
August 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	20	8	2.50	0.93	793	228	3.48	3.60	-0.754927	-1.458963
August 2013	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	8	8	1.00	0.00	703	593	1.19	1.55	-0.337265	-1.205043
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	78	14	5.57							
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	PBX	Parity	N/A	5	1	5.00	0.00	2	1	2.00	0.00		
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	54	18	3.00							
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - ADSL Qualified	Benchmark	6.00	65	24	2.71							
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	967	210	4.60							
August 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,457	289	5.04							
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	167	35	4.77							
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	116	26	4.46							
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56	4	14.00							
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	188	39	4.82							
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	25	26	96.15%	19.23%	638	683	93.41%	24.81%	-0.553239	-1.336346
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	70	72	97.22%	16.43%	9	9	100.00%	0.00%	-0.802572	-1.487929
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	9	9	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Line Splitting	Parity	N/A	1	1	100.00%	0.00%	5,014	5,530	90.67%	29.09%	-0.32077	-1.195014
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	PBX	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	136	145	93.79%	24.13%	4,376	4,847	90.28%	29.62%	-1.406276	-1.854955
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	107	109	98.17%	13.42%	56	59	94.92%	21.97%	-0.915271	-1.556445
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	220	226	97.35%	16.08%	56	59	94.92%	21.97%	-0.756554	-1.459952
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	228	234	97.44%	15.81%	9	9	100.00%	0.00%	-0.825462	-1.501845
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	593	605	98.02%	13.94%	3,292	3,561	92.45%	26.43%	-4.793701	-3.914363
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	26	26	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	72	72	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Line Splitting	Benchmark	96.50%	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	PBX	Benchmark	96.50%	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	145	145	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	109	109	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	226	226	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	234	234	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	605	605	100.00%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	1	0.00%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	1	3	33.33%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	0	9	0.00%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	7	14.29%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	7	14.29%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	0	12	0.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	25	26	96.15%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	70	72	97.22%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Line Splitting	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	PBX	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	136	145	93.79%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	107	109	98.17%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	220	226	97.35%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	228	234	97.44%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	593	605	98.02%							
August 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - ADSL Qualified	Parity	N/A	7	2	3.50	0.71	13	4	3.25	3.30	0.095396	-0.942003
August 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	25	13	1.92	2.22	36	1	36.00	0.00		
August 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	13	13	1.00	0.00	122	45	2.71	5.62	-0.967814	-1.588389
August 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	2	1.00	0.00						
August 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	1.00	0.00						
August 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - ADSL Qualified	Parity	N/A	15	1	15.00	0.00						
August 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	20	8	2.50	2.33						
August 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	48	6	8.00	0.00	229	22	10.41	15.48	-0.338	-1.205489
August 2013	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	7	3	2.33							
August 2013	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	36	3	12.00	0.00	31	1	31.00	0.00		
August 2013	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	4	1	4.00	0.00	29	4	7.25	6.75	-0.430552	-1.261757
August 2013	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	1:31	38	0:02							
August 2013	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	22	22	100.00%							
August 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,930	4,931	99.98%							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2133.02	16,616	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	17854.55	6,443	2.77							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	19987.57	16,616	1.20							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	347.46	2,847	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	5666.97	2,847	1.99							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	196.65	1,594	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	3642.54	865	4.21							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	3839.19	1,594	2.41							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	405.53	3,293	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25443.43	2,564	9.92							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	25848.96	3,293	7.85							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	627.01	5,307	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	15648.93	11,820	1.32							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	16275.94	5,307	3.07							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	177.17	1,407	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4616.49	954	4.84							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	4793.66	1,407	3.41							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	491.11	4,207	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	11629.01	7,388	1.57							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	12120.12	4,207	2.88							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	919.11	1,525	0.60							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	310.64	2,470	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	4657.12	1,526	3.05							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5886.87	2,470	2.38							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	278.67	2,221	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	28695.16	1,807	15.88							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	28973.83	2,221	13.05							
August 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	98	1,784	0.05	0.25	284	16,869	0.02	0.13	11.37591	5.916062
August 2013	Pre-Ordering	PO-16	Timely Release Notifications		Benchmark	92.50%	0	0	100.00%							
August 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	82	82	100.00%							
August 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	543	545	99.63%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	417	553	75.41%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	349	569	61.34%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	1,116	1,576	70.81%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	417	419	99.52%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	349	359	97.21%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	1,116	1,124	99.29%							
August 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12.00	348:11	142	2:27							
August 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:761:51	8,888	00:0:05							
August 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	58:39	5	11:44							
August 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	614	19,832	3.10%							
August 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,888	19,832	44.82%							
August 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	5	17	29.41%							
August 2013	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,024	1,024	100.00%							
August 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	318	318	100.00%							
August 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	930	930	100.00%							
August 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	399	399	100.00%							
August 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	113	113	100.00%							
August 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	818	821	99.63%							
August 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	114	114	100.00%							
August 2013	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	11	12	91.67%							
August 2013	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	12	12	100.00%							
August 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	345:25	2,654	0:08							
August 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	3,559	3,572	99.64%	6.02%	118,725	119,585	99.28%	8.45%	-2.47576	-2.505155
August 2013	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	1	1.00	0.00	12	15	0.80	0.86	-0.224679	-1.136595
August 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	2	0.00%	0.00%	5	65	7.69%	26.65%	-1.059303	-1.644011
August 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	77	0.00%	0.00%	5	65	7.69%	26.65%	2.087217	0.268938
July 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	37,758	42,352	0.89	0.60	690,162	284,450	2.43	5.13	-57.387761	-35.889281
July 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	14,207,836	14,207,854	100.00%							
July 2013	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	360	467	0.77	0.44	690,162	284,450	2.43	5.13	-6.961275	-5.232154
July 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	37,398	41,885	0.89	0.60	690,162	284,450	2.43	5.13	-57.06125	-35.690777
July 2013	Billing	BI-2	All	All	Parity by Design	N/A	1,038	1,038	100.00%							
July 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	3,275,573	3,276,448	99.97%							
July 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	15,373	15,373	100.00%							
July 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,222	7,225	99.96%	2.04%	73,183	73,671	99.34%	8.11%	-6.208609	-4.774566
July 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	15,373	15,373	100.00%							
July 2013	Collocation	CP-1A	Scheduled Interval 90 Calendar Days or Less	All	Benchmark	90.00	85	1	85.00							
July 2013	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Benchmark	90.00%	1	1	100.00%							
July 2013	Collocation	CP-3	Collocations Feasibility Study Interval	All	Benchmark	10.00	40	5	8.00							
July 2013	Collocation	CP-4	Collocation Feasibility Study Commitments Met	All	Benchmark	90.00%	5	5	100.00%							
July 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	417:07	21,275	0:01							
July 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	3,839,805	3,724,831	1.03							
July 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	9428.75	57,810	0.16							
July 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	56,865	57,408	99.05%							
July 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.71	1	8.71			
July 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	30,600	30,600	100.00%							
July 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,600	30,600	100.00%							
July 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	86,400	86,400	100.00%							
July 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	22,860	22,860	100.00%							
July 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	84,360	84,360	100.00%							
July 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
July 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	6	7	85.71%	34.99%	2	11	18.18%	38.57%	2.363575	0.436952

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	11	20	55.00%	49.75%	421	1,257	33.49%	47.20%	1.743698	0.060093
July 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	PBX	Parity	N/A	0	1	0.00%	0.00%	7	16	43.75%	49.61%	-0.855585	-1.520159
July 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	20	108	18.52%	38.84%	2,787	11,487	24.26%	42.87%	-1.385956	-1.842601
July 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	5,936	7,002	84.78%	35.93%	177,602	231,273	76.79%	42.22%	-15.588602	-10.477197
July 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	8	8	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	0	1	0.00%	0.00%	156	176	88.64%	31.74%	1.181792	-0.281521
July 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Line Splitting	Parity	N/A	1	1	100.00%	0.00%	2,028	2,292	88.48%	31.92%	-0.360723	-1.219304
July 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	15	17	88.24%	32.22%	1,872	2,116	88.47%	31.94%	-0.254575	-1.15477
July 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
July 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	49	53	92.45%	26.42%	-0.283056	-1.172086
July 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	4	75.00%	43.30%	366	403	90.82%	28.88%	0.452729	-0.72476
July 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	10	100.00%	0.00%	9	9	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	18	100.00%	0.00%	9	9	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	136	142	95.77%	20.12%	2,058	2,325	88.52%	31.88%	-2.633684	-2.601166
July 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
July 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	40	40	100.00%	0.00%						
July 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	47	49	95.92%	19.79%	420	462	90.91%	28.75%	-1.159782	-1.705097
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Basic Rate ISDN	Parity	N/A	1	1	100.00%	0.00%	8	8	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	5	5	100.00%	0.00%	490	539	90.91%	28.75%	-0.70385	-1.42791
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Line Splitting	Parity	N/A	1	1	100.00%	0.00%	5,997	7,034	85.26%	35.45%	-0.415807	-1.252793
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	PBX	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	53	57	92.98%	25.54%	5,507	6,495	84.79%	35.91%	-1.715092	-2.042702
July 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Sub-Loop Unbundling	Diagnostic	N/A	1	1	100.00%							
July 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	140	144	97.22%	16.43%	-0.237403	-1.144331
July 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	18	20	90.00%	30.00%	1,204	1,299	92.69%	26.04%	0.152283	-0.907419
July 2013	Maintenance and Repair	MR-4C	No dispatches	Business	Parity	N/A	2	2	100.00%	0.00%	59	60	98.33%	12.80%	-0.181121	-1.110114
July 2013	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	437	451	96.90%	17.34%	-0.30899	-1.187853
July 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	21	21	100.00%	0.00%	9	9	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	22	22	100.00%	0.00%	9	9	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	211	211	100.00%	0.00%	6,427	7,479	85.93%	34.77%	-5.795669	-4.523516
July 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
July 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	40	40	100.00%	0.00%						
July 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	50	50	100.00%	0.00%	1,410	1,509	93.44%	24.76%	-1.843379	-2.120695
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS1	Parity	N/A	5	5	100.00%	0.00%	21	25	84.00%	36.66%	-0.890871	-1.541611
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	85	102	83.33%	37.27%	19	23	82.61%	37.90%	-0.165646	-2.100706
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	4	4	100.00%	0.00%						
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	2	2	100.00%	0.00%	0.861454	-1.476272
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	5	7	71.43%	45.18%	21	25	84.00%	36.66%	0.2685	-0.836763
July 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	108	138	78.26%	41.25%	20	24	83.33%	37.27%	0.510306	-1.689756
July 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23	26	88.46%	31.95%	20	21	95.24%	21.30%	0.559	-1.660152
July 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	23	26	88.46%	31.95%	20	21	95.24%	21.30%	0.559	-1.660152
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Basic Rate ISDN	Parity	N/A	4:31	1	4:31	0:00	27:38	8	3:27	2:11	1.759987	-0.930003
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	182:27	5	36:29	10:13	11883:42	539	22:03	23:49	2.472315	-0.496939
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Line Splitting	Parity	N/A	20:09	1	20:09	0:00	189520:15	7,034	26:57	30:45	-0.441792	-2.26859
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	PBX	Parity	N/A	19:15	1	19:15	0:00	47:42	3	15:54	8:06	-2.019164	-3.227564
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	1253:32	57	22:00	13:26	177636:33	6,495	27:21	31:14	-1.289806	-1.784146
July 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Sub-Loop Unbundling	Diagnostic	N/A	20:31	1	20:31							
July 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	41:57	2	20:58	6:07	2188:34	143	15:18	14:03	0.775575	-0.528484
July 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	416:16	20	20:49	20:00	26043:23	1,299	20:03	18:52	0.350451	-0.786941
July 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	41:57	2	20:58	6:07	2189:17	144	15:12	14:04	0.693493	-0.578386
July 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Business	Parity	N/A	0:01	1	0:01	0:00	203:36	34	5:59	13:43	-0.428914	-1.260761
July 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	12:57	3	4:19	6:12	2466:26	243	10:09	17:34	-0.571744	-1.347596
July 2013	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Business	Parity	N/A	0:31	2	0:15	0:21	209:32	60	3:30	10:40	-0.422012	-1.256565
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3:20	4	0:50							
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	UDIT Above DS1 Level	Parity	N/A	3:49	1	3:49	0:00	2:19	2	1:10	0:46	0.631062	-0.616342
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	21:25	7	3:04	1:20	56:13	25	2:15	1:58	0.841621	-0.488331
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	10:35	5	2:07	1:02	53:08	18	2:57	1:54	-0.870392	-1.529161
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	259:03	100	2:35	2:04	50:24	17	2:58	1:57	-0.729343	-1.443409

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3:20	4	0:50							
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	5:03	1	5:03	0:00	2:45	2	1:22		1.09	0.603765
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UDIT Above DS1 Level	Parity	N/A	3:49	1	3:49	0:00	2:19	2	1:10		0.46	0.668209
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	42:25	21	2:01	1:10	45:36	9	5:04		5.15	-1.456322
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	100:21	22	4:34	4:34	45:36	9	5:04		5.15	-0.243189
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	21:25	7	3:04		53:08	18	2:57		1.54	0.321278
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	413:45	137	3:01	2:34	50:24	17	2:58		1.57	-0.042626
July 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1661:58	211	7:53	6:09	191925:33	7,278	26:22		30.34	-8.665326
July 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	56:45	24	2:22	1:18	44:37	20	2:14		2.39	0.0351
July 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	19:09	1	19:09	0:00						
July 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	208:31	40	5:13	6:00						
July 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	65:25	25	2:37	3:01	44:37	20	2:14		2.39	0.38532
July 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	512:04	50	10:14	9:02	28496:41	1,475	19:19		18.27	-3.422929
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Basic Rate ISDN	Parity	N/A	0	1	0.00%	0.00%	0	8	0.00%		0.00%	
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Business	Parity	N/A	0	5	0.00%	0.00%	58	625	9.28%		29.02%	-0.712323
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Line Splitting	Parity	N/A	0	1	0.00%	0.00%	829	7,528	11.01%		31.30%	-0.351758
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	PBX	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%		0.00%	
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	4	63	6.35%	24.38%	771	6,903	11.17%		31.50%	-1.20904
July 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Sub-Loop Unbundling	Diagnostic	N/A	0	1	0.00%							
July 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	2	0.00%	0.00%	18	151	11.92%		32.40%	-0.516854
July 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	2	22	9.09%	28.75%	172	1,341	12.83%		33.44%	-0.519715
July 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Business	Parity	N/A	0	2	0.00%	0.00%	3	60	5.00%		21.79%	-0.319167
July 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	3	0.00%	0.00%	88	456	19.30%		39.46%	-0.844217
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	5	0.00%	0.00%	3	25	12.00%		32.50%	-0.753778
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	102	11.76%	32.22%	3	25	12.00%		32.50%	-0.032445
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1	4	25.00%							
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%		0.00%	
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UDIT Above DS1 Level	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%		0.00%	
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	21	0.00%	0.00%	0	9	0.00%		0.00%	
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	22	9.09%	28.75%	0	9	0.00%		0.00%	0.008086
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	3	7	42.86%	49.49%	3	25	12.00%		32.50%	1.275833
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	138	13.04%	33.68%	3	25	12.00%		32.50%	-0.235733
July 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	17	211	8.06%	27.22%						
July 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	26	26.92%	44.36%	3	21	14.29%		34.99%	0.687086
July 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
July 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	40	15.00%	35.71%						
July 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	26	3.85%	19.23%	3	21	14.29%		34.99%	-1.016839
July 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	3	50	6.00%	23.75%						
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	1	286	0.35%	5.90%	9	3,828	0.24%		4.84%	-0.034862
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	9	1,895	0.47%	6.88%	836	128,060	0.65%		8.05%	-0.954509
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%		40	27,463	0.15%		3.81%	-0.142865
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	68	0.00%		9	1,771	0.51%		7.11%	-0.578351
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	128	5,949	2.15%	14.51%	44	3,078	1.43%		11.87%	2.73987
July 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	98,322	0.00%	0.32%	2	86,722	0.00%		0.48%	-0.576251
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	0	242	0.00%		9,536	611,319	1.56%		12.39%	-1.957875
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	1	72	1.39%	11.70%	9,536	611,319	1.56%		12.39%	-0.117097
July 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	1	585	0.17%	4.13%	9	10,807	0.08%		2.88%	0.715893
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	88	5,566	1.58%	12.47%	8,700	483,259	1.80%		13.30%	-1.223202
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	1	190	0.53%							
July 2013	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22	5,614	0.39%	6.25%	9	3,702	0.24%		4.92%	1.426815
July 2013	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	20	0.00%		9,536	611,319	1.56%		12.39%	-0.562952
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	62	12,080	0.51%	7.15%	9	3,704	0.24%		4.92%	2.922751
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	164	12,861	1.28%	11.22%	45	2,833	1.59%		12.50%	-1.207196
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	0	88	0.00%		46	3,348	1.37%		11.64%	-1.092944
July 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	261	61,617	0.42%	6.49%	9,536	611,331	1.56%		12.39%	-21.694827
July 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Business	Parity	N/A	1	5	20.00%	40.00%	566	625	90.56%		29.24%	3.336918
July 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	PBX	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%		0.00%	
July 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	56	63	88.89%	31.43%	6,492	6,903	94.05%		23.66%	1.393382
July 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	1	2	50.00%	50.00%	136	151	90.07%		29.91%	0.845806

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	18	22	81.82%	38.57%	1,234	1,341	92.02%	27.10%	1.297091	-0.211424
July 2013	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Business	Parity	N/A	2	2	100.00%	0.00%	56	60	93.33%	24.94%	-0.371818	-1.226049
July 2013	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	3	3	100.00%	0.00%	450	456	98.68%	11.40%	-0.199345	-1.121193
July 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	15	42,600	0.04%	0.26%						-2.894637
July 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	27,880	0.00%	0.03%						-2.989287
July 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	15	42,600	0.04%							
July 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	27,880	0.00%							
July 2013	Network Performance	NP-1A	NXX Code Activation	All	Parity	N/A	2	2	100.00%	0.00%						
July 2013	Network Performance	NP-1B	NXX Code Activation - Facility Delays	All	Diagnostic	N/A	0	2	0.00%							
July 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.25	1	8.25			
July 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	31	31	100.00%							
July 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop Other	Benchmark	95.00%	1	2	50.00%							
July 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	31	0.00%							
July 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop Other	Diagnostic	N/A	1	2	50.00%							
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1,026	5	205.20							
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	70	2	35.00	18.38	4,630	69	67.10	185.76	-0.240931	-1.146476
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	184	2	92.00	127.28						
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	27	1	27.00	0.00						
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	13	2	6.50	0.71	611	5	122.20	192.55	-0.718181	-1.436623
July 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	480	8	60.00	88.01						
July 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	1	5	20.00%							
July 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	0	2	0.00%							
July 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%							
July 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	2	50.00%							
July 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	3	8	37.50%							
July 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	3,548	3,548	100.00%							
July 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	3,548	3,548	100.00%							
July 2013	Ordering and Provisioning	OP-2	All		Parity	N/A	4,161	4,576	90.93%	28.72%	658,295	919,860	71.56%	45.11%		
July 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	463	480	96.46%	18.48%	-0.191418	-1.116374
July 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	59	60	98.33%	12.80%	2,767	2,823	98.02%	13.94%	-0.174274	-1.105951
July 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	16	16	100.00%	0.00%	284	292	97.26%	16.32%	-0.653675	-1.397406
July 2013	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	4	4	100.00%	0.00%	136	136	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	59	59	100.00%	0.00%	1,857	1,861	99.79%	4.63%	-0.350972	-1.213376
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	4	4	100.00%	0.00%	144	154	93.51%	24.64%	-0.520332	-1.316339
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	26	32	81.25%							
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	12	12	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	164	180	91.11%							
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	180	186	96.77%							
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	276	294	93.88%	23.97%	9	11	81.82%	38.57%	-1.018125	-1.618976
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	445	466	95.49%							
July 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Conditioned	Benchmark	95.00%	2	4	50.00%							
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	44	45	97.78%							
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	22	23	95.65%	20.39%	8	8	100.00%	0.00%	-0.649324	-1.394761
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	5	80.00%							
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	70	70	100.00%							
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	13	13	100.00%	0.00%	1	1	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	55	55	100.00%							
July 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Business	Parity	N/A	1	1	1.00	0.00	1,426	317	4.50	3.93	-0.888905	-1.540416
July 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	96	24	4.00	1.89	8,330	1,978	4.21	3.30	-0.311876	-1.189607
July 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	24	6	4.00	3.16	724	208	3.48	5.54	0.67764	-0.588024
July 2013	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	3	4	0.75	0.50	117	73	1.60	0.97	-1.715312	-2.042835
July 2013	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	7	8	0.88	0.35	737	617	1.19	0.53	-1.68615	-2.025106
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Basic Rate ISDN	Parity	N/A	9	3	3.00	0.00	755	150	5.03	2.34	-1.489346	-1.905458
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	236	30	7.87							
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	5	1	5.00							
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	7	1	7.00	0.00	15	2	7.50	0.71	-0.57735	-1.351004
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	86	31	2.77							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	371	96	3.86							
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	1,360	269	5.06							
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	1,327	278	4.77							
July 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Conditioned	Benchmark	15.00	16	2	8.00							
July 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	121	26	4.65							
July 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	9	3	3.00							
July 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	24	8	3.00							
July 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	65	13	5.00							
July 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	243	48	5.06							
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Basic Rate ISDN	Parity	N/A	4	4	100.00%	0.00%	155	155	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	4	5	80.00%	40.00%	647	692	93.50%	24.66%	0.553578	-0.663449
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	77	79	97.47%	15.71%	8	9	88.89%	31.43%	-0.775981	-1.471763
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	31	31	100.00%	0.00%	20	20	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	126	135	93.33%	24.94%	4,542	4,984	91.13%	28.43%	-0.887906	-1.539809
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	186	187	99.47%	7.29%	155	155	100.00%	0.00%	-0.117539	-1.071459
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	255	258	98.84%	10.72%	155	155	100.00%	0.00%	0.697583	-0.5759
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	303	312	97.12%	16.74%	11	12	91.67%	27.64%	-0.670154	-1.407425
July 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	514	521	98.66%	11.51%						
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Basic Rate ISDN	Benchmark	96.50%	4	4	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	5	5	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	79	79	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS3 Capable	Benchmark	96.50%	2	2	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	135	135	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	187	187	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	258	258	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	312	312	100.00%							
July 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	521	521	100.00%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	2	0.00%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	0	2	0.00%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	2	11	18.18%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	3	0.00%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	10	10.00%							
July 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	2	9	22.22%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Basic Rate ISDN	Diagnostic	N/A	4	4	100.00%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	4	5	80.00%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	77	79	97.47%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	126	135	93.33%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	186	187	99.47%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	255	258	98.84%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	303	312	97.12%							
July 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	514	521	98.66%							
July 2013	Ordering and Provisioning	OP-6A-1	Dispatches within MSAs	Residence	Parity	N/A	1	1	1.00	0.00	121	45	2.69	6.11	-0.273307	-1.166159
July 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	1.00	0.00						
July 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	8	8	1.00	0.00	13	8	1.63	1.19	-1.052423	-1.639828
July 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	51	15	3.40	2.23						
July 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	20	20	1.00	0.00	192	56	3.43	7.18	-1.299301	-1.789919
July 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	1.00	0.00						
July 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	13	1	13.00	0.00						
July 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	1.00	0.00	1	1	1.00	0.00		
July 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	72	8	9.00	0.00	12	2	6.00	0.00		
July 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	30	6	5.00	0.00	12	2	6.00	0.00		
July 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	24	1	24.00	0.00	40	2	20.00	19.80	-0.690309	-1.419678
July 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	2	1	2.00	0.00	209	20	10.45	9.87	-0.835491	-1.507942
July 2013	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	1:19	42	0:02							
July 2013	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	32	32	100.00%							
July 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,485	3,488	99.91%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2585.38	20,240	0.13							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	20579.95	8,044	2.56							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	23165.33	20,240	1.14							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	464.02	3,562	0.13							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	6839.22	3,562	1.92							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	265.39	2,132	0.12							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5052.88	1,250	4.04							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	5318.27	2,132	2.49							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	509.97	4,150	0.12							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	30873.95	3,293	9.38							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	31383.92	4,150	7.56							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	808.31	6,693	0.12							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	17317.15	15,018	1.15							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	18125.46	6,693	2.71							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	222.67	1,725	0.13							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	5825.00	1,187	4.91							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	6047.67	1,725	3.51							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	622.04	5,223	0.12							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	14137.46	9,210	1.54							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	14759.50	5,223	2.83							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1438.16	1,890	0.76							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	381.88	2,988	0.13							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	6640.69	1,890	3.51							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	8460.73	2,988	2.83							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	341.11	2,737	0.12							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	16866.36	2,037	8.28							
July 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	17207.47	2,737	6.29							
July 2013	Pre-Ordering	PO-15	All	All	Parity	N/A	110	1,887	0.06	0.24	259	16,028	0.02	0.13	13.032531	6.923216
July 2013	Pre-Ordering	PO-16	All	All	Benchmark	92.50%	0	0	100.00%							
July 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	61	62	98.39%							
July 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	641	647	99.07%							
July 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	407	554	73.47%							
July 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	390	564	69.15%							
July 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	1,094	1,676	65.27%							
July 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	407	416	97.84%							
July 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	390	395	98.73%							
July 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	1,094	1,108	98.74%							
July 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12.00	277.31	143	1.56							
July 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:782:54	8,930	00:0:05							
July 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	44:57	6	7:29							
July 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	818	22,288	3.67%							
July 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,930	22,288	40.07%							
July 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	6	21	28.57%							
July 2013	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1,011	1,012	99.90%							
July 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	357	358	99.72%							
July 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	907	908	99.89%							
July 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	380	380	100.00%							
July 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	90	91	98.90%							
July 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELS	Benchmark	90.00%	955	969	98.56%							
July 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	129	129	100.00%							
July 2013	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	3	3	100.00%							
July 2013	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	12	12	100.00%							
July 2013	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	46	46	100.00%							
July 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	465:38	2,667	0:10							
July 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	3,792	3,812	99.48%	7.22%	122,653	124,035	98.89%	10.50%	-3.415621	-3.07655
July 2013	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	56	12	4.67	0.98	14	18	0.78	0.81	-12.907362	-8.847119
July 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	4	0.00%	0.00%	7	77	9.09%	28.75%	-0.500362	-1.304199
July 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	8	93	8.60%	28.04%	7	77	9.09%	28.75%	-0.151903	-1.09235
July 2013	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	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
June 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	31,672	35,496	0.89	0.61	777,950	257,030	3.03	5.42	-69.489606	-43.246681
June 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	12,908,868	12,908,902	100.00%							
June 2013	Billing	BI-1C-1	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	355	438	0.81	0.40	777,950	257,030	3.03	5.42	-8.543078	-6.193823
June 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	31,317	35,058	0.89	0.62	777,950	257,030	3.03	5.42	-69.078226	-42.99658
June 2013	Billing	BI-2	All	All	Parity by Design	N/A	982	982	100.00%							
June 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	3,043,639	3,043,742	100.00%							
June 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	19,404	19,404	100.00%							
June 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,775	6,783	99.88%	3.43%	80,088	80,608	99.35%	8.01%	-5.208324	-4.166436
June 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	18,675	18,675	100.00%							
June 2013	Collocation	CP-3	Collocations Feasibility Study Interval		Benchmark	10.00	10	1	10.00							
June 2013	Collocation	CP-4	Collocation Feasibility Study Commitments Met		Benchmark	90.00%	1	1	100.00%							
June 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	379:34	19,813	0:01							
June 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	4,096,058	3,996,355	1.02							
June 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	8312.17	50,620	0.16							
June 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	49,923	50,347	99.16%							
June 2013	Directory Assistance	DA-1	All		Parity by Design	N/A					9.18	1	9.18			
June 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	28,788	28,800	99.96%							
June 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	28,800	28,800	100.00%							
June 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	82,371	82,800	99.48%							
June 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	20,700	20,700	100.00%							
June 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	80,017	80,250	99.71%							
June 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	100.00%	0	0								
June 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Basic Rate ISDN	Parity	N/A	1	3	33.33%	47.14%	6	13	46.15%	49.85%	-0.40151	-1.244101
June 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	13	32	40.63%	49.11%	442	1,413	31.28%	46.36%	0.936202	-0.43083
June 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Centrex 21	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%	48.99%	-0.745356	-1.453144
June 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	19	136	13.97%	34.67%	3,003	13,102	22.92%	42.03%	-2.470303	-2.501838
June 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	5,800	6,808	85.19%	35.52%	156,500	200,343	78.12%	41.35%	-13.890635	-9.444906
June 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	165	208	79.33%	40.50%	-0.509273	-1.309616
June 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Line Splitting	Parity	N/A	1	2	50.00%	50.00%	2,186	2,881	75.88%	42.78%	0.190107	-0.884423
June 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Residence	Parity	N/A	17	22	77.27%	41.91%	2,021	2,673	75.61%	42.94%	-0.181086	-1.110092
June 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	7	9	77.78%	41.57%	357	414	86.23%	34.46%	0.346955	-0.789066
June 2013	Maintenance and Repair	MR-3C	No dispatches	Basic Rate ISDN	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	22	22	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	29	29	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	177	187	94.65%	22.50%	2,231	2,928	76.20%	42.59%	-5.745721	-4.49315
June 2013	Maintenance and Repair	MR-3D	Interval Zone 1 Areas	Unbundled Loop ISDN Capable	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	33	33	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	63	67	94.03%	23.69%	405	472	85.81%	34.90%	-1.805156	-2.097457
June 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	14	15	93.33%	24.94%	596	655	90.99%	28.63%	-0.313124	-1.190366
June 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Line Splitting	Parity	N/A	2	2	100.00%	0.00%	7,325	8,510	86.08%	34.62%	-0.568747	-1.345774
June 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Residence	Parity	N/A	59	73	80.82%	39.37%	6,729	7,855	85.67%	35.04%	1.008149	-0.387089
June 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	3	3	100.00%	0.00%	146	150	97.33%	16.11%	-0.283866	-1.172579
June 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	36	38	94.74%	22.33%	1,280	1,359	94.19%	23.40%	-0.142896	-1.086874
June 2013	Maintenance and Repair	MR-4C	No dispatches	Basic Rate ISDN	Parity	N/A	2	2	100.00%	0.00%	4	4	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	455	462	98.48%	12.22%	-0.175033	-1.106413
June 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	26	26	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	42	42	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop - XDSLi	Parity	N/A	3	3	100.00%	0.00%	45	45	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	263	265	99.25%	8.65%	7,764	8,955	86.70%	33.96%	-5.926958	-4.603335
June 2013	Maintenance and Repair	MR-4D	Interval Zone 1 Areas	Unbundled Loop ISDN Capable	Parity	N/A	2	2	100.00%	0.00%	6	6	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	33	33	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	73	74	98.65%	11.55%	1,505	1,589	94.71%	22.38%	-1.478739	-1.89901
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	DS0	Parity	N/A	2	2	100.00%	0.00%	34	49	69.39%	46.09%	-0.920734	-1.559766
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	122	147	82.99%	37.57%	26	39	66.67%	47.14%	-3.845604	-4.337962
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UDIT Above DS1 Level	Parity	N/A	1	1	100.00%	0.00%	7	7	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	2	5	40.00%	48.99%	29	45	64.44%	47.87%	0.59817	-0.636338

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2013	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	210	263	79.85%	40.11%	27	42	64.29%	47.92%	-3.909086	-4.376556
June 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	4	5	80.00%	40.00%	18	24	75.00%	43.30%	-0.234888	-1.142802
June 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	19	24	79.17%	40.61%	25	32	78.13%	41.34%	-0.186628	-2.113462
June 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
June 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	44	75	58.67%	49.24%	25	32	78.13%	41.34%	3.4567	0.101524
June 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	276:23	15	18:26	16:48	13381:59	655	20:26	18:24	-0.834572	-2.507384
June 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Line Sharing	Parity	N/A	58:05	1	58:05	0:00	217154:19	8,510	25:31	22:54	2.58884	-0.426097
June 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Line Splitting	Parity	N/A	46:41	2	23:20	1:17	217154:19	8,510	25:31	22:54	-0.268668	-2.163338
June 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	2088:32	73	28:37	27:44	203772:20	7,855	25:57	23:11	0.950221	-0.422307
June 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	62:41	3	20:54	3:59	2149:31	149	14:26	11:32	0.970093	-0.410225
June 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	784:10	38	20:38	14:18	26079:43	1,359	19:11	18:27	0.582842	-0.645658
June 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	62:41	3	20:54	3:59	2150:18	150	14:20	11:33	1.015222	-0.382789
June 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Basic Rate ISDN	Parity	N/A	2:22	2	1:11	1:01	3:22	3	1:07	0:34	-0.178921	-1.108776
June 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	0:42	1	0:42	0:00	2362:10	257	9:11	14:20	-0.591541	-1.359632
June 2013	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	Basic Rate ISDN	Parity	N/A	2:22	2	1:11	1:01	4:06	4	1:01	0:30	0.125661	-0.923603
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	DS0	Parity	N/A	7:09	2	3:34	0:01	165:28	49	3:23	4:43	0.582842	-0.645658
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1:21	1	1:21							
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	UDIT Above DS1 Level	Parity	N/A	1:12	1	1:12	0:00	6:21	7	0:54	0:56	0.404289	-0.75421
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	25:52	5	5:10	1:52	165:05	45	3:40	3:48	0.820379	-0.501245
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore - Zone1	Unbundled Loop ISDN Capable	Parity	N/A	8:11	2	4:05	2:00	6:23	6	1:04	0:24	1.76241	0.071469
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS0	Parity	N/A	7:09	2	3:34	0:01	163:20	40	4:05	4:58	-0.14137	-1.085947
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Parity	N/A	428:51	145	2:57	2:23	138:38	32	4:20	4:06	-1.71984	-2.045588
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1:21	1	1:21							
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UDIT Above DS1 Level	Parity	N/A	1:12	1	1:12	0:00	5:50	4	1:28	0:52	-0.26474	-1.160951
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	94:36	26	3:38	3:08	5:39	5	1:08	0:25	3.090232	0.878728
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	144:35	42	3:27	2:36	5:39	5	1:08	0:25	2.747781	0.670532
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	25:52	5	5:10	1:52	161:16	38	4:15	3:53	0.579873	-0.647462
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	959:29	263	3:39	5:41	152:15	35	4:21	4:00	-0.976767	-1.593832
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSL	Parity	N/A	11:58	3	3:59	0:23	161:16	38	4:15	3:53	-0.109614	-1.06664
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	2490:19	265	9:24	8:07	219291:23	8,761	25:02	22:52	-10.963651	-7.665427
June 2013	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop ISDN Capable	Parity	N/A	8:11	2	4:05	2:00	5:39	5	1:08	0:25	1.446632	-0.12051
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	11:22	5	2:16	2:07	77:07	24	3:13	4:35	-0.41761	-1.253889
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	11:12	3	3:44	0:59	75:06	16	4:42	5:01	-0.304745	-1.185272
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	76:21	23	3:19	2:34	136:13	26	5:14	6:59	-0.959577	-1.583382
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	15:06	1	15:06	0:00						
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:56	1	1:56	0:00	6:52	1	6:52	0:00		
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	109:05	33	3:18	3:29	6:52	1	6:52	0:00		
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	466:36	75	6:13	6:53	136:13	26	5:14	6:59	0.530161	-0.677685
June 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	752:29	74	10:10	10:32	28704:51	1,555	18:28	17:54	-3.894061	-3.367421
June 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Business	Parity	N/A	1	16	6.25%	24.21%	90	736	12.23%	32.76%	-0.722113	-1.439014
June 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Centrex 21	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
June 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Line Sharing	Parity	N/A	0	1	0.00%	0.00%	1,041	8,965	11.61%	32.04%	-0.362434	-1.220344
June 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Line Splitting	Parity	N/A	0	2	0.00%	0.00%	1,041	8,965	11.61%	32.04%	-0.51253	-1.311596
June 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	11	75	14.67%	35.38%	951	8,229	11.56%	31.97%	0.682631	-0.58499
June 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	3	0.00%	0.00%	13	169	7.69%	26.65%	-0.49562	-1.301316
June 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	4	39	10.26%	30.34%	163	1,401	11.63%	32.06%	-0.264756	-1.16096
June 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Basic Rate ISDN	Parity	N/A	0	2	0.00%	0.00%	0	4	0.00%	0.00%		
June 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	3	33.33%	47.14%	79	469	16.84%	37.43%	0.181705	-0.889531
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS0	Parity	N/A	0	2	0.00%	0.00%	9	49	18.37%	38.72%	-0.657536	-1.399753
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	147	14.97%	35.67%	8	45	17.78%	38.23%	-0.431682	-1.262444
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	0	1	0.00%							
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UDIT Above DS1 Level	Parity	N/A	0	1	0.00%	0.00%	0	7	0.00%	0.00%		
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	26	3.85%	19.23%	0	6	0.00%	0.00%	-0.887147	-1.539347
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	42	4.76%	21.30%	0	6	0.00%	0.00%	-0.716951	-1.435875
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 4 Wire Non-Loaded	Parity	N/A	0	5	0.00%	0.00%	8	45	17.78%	38.23%	-0.986394	-1.599685
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	36	263	13.69%	34.37%	8	45	17.78%	38.23%	-0.66306	-1.403112
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSL	Parity	N/A	0	3	0.00%	0.00%	8	45	17.78%	38.23%	-0.779813	-1.474093
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	11	265	4.15%	19.95%	1,110	9,419	11.78%	32.24%	-3.801059	-3.31088
June 2013	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop ISDN Capable	Parity	N/A	0	2	0.00%	0.00%	0	6	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
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	5	0.00%	0.00%	8	24	33.33%	47.14%	-1.43839	-1.874479
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	24	16.67%	37.27%	10	32	31.25%	46.35%	-1.165151	-1.708361
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	33	6.06%	23.86%	0	1	0.00%	0.00%	-1.564726	-1.951286
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11	75	14.67%	35.38%	10	32	31.25%	46.35%	-1.694432	-2.030142
June 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	11	74	14.86%	35.57%	191	1,651	11.57%	31.98%	0.701421	-0.573567
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	2	285	0.70%	8.35%	7	3,770	0.19%	4.31%	1.137097	-0.308694
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	19	1,917	0.99%	9.91%	971	128,972	0.75%	8.64%	1.197923	-0.271714
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	14	0.00%	0.00%	55	27,813	0.20%	4.44%	-0.166511	-1.101231
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	1	70	1.43%	11.87%	3	1,808	0.17%	4.07%	1.075523	-0.346129
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	171	5,902	2.90%	16.77%	71	3,120	2.28%	14.91%	1.883391	0.14502
June 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	97,746	0.00%	0.32%	0	86,362	0.00%			
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Sharing	Parity	N/A	1	246	0.41%	6.36%	11,070	616,967	1.79%	13.27%	-1.639393	-1.99668
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Line Splitting	Parity	N/A	2	74	2.70%	16.22%	11,070	616,967	1.79%	13.27%	0.294851	-0.820743
June 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	615	0.00%	0.00%	4	10,917	0.04%	1.91%	-0.46195	-1.280846
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	117	5,586	2.09%	14.32%	10,099	487,995	2.07%	14.24%	0.130681	-0.920552
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Sub-Loop Unbundling	Diagnostic	N/A	0	175	0.00%	0.00%						
June 2013	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	27	5,561	0.49%	6.95%	7	3,643	0.19%	4.38%	3.14296	0.910784
June 2013	Maintenance and Repair	MR-8	Trouble Rate	UNE - P (POTS)	Parity	N/A	0	20	0.00%	0.00%	11,070	616,967	1.79%	13.27%	-0.604481	-1.367498
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	75	12,074	0.62%	7.86%	7	3,645	0.19%	4.38%	5.186369	2.153089
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	338	12,774	2.65%	16.05%	74	2,871	2.58%	15.85%	0.209294	-0.872758
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSL	Parity	N/A	3	90	3.33%	17.95%	77	3,389	2.27%	14.90%	0.405634	-0.753392
June 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	339	62,192	0.55%	7.36%	11,070	616,979	1.79%	13.27%	-22.367474	-14.598459
June 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Business	Parity	N/A	16	16	100.00%	0.00%	656	736	89.13%	31.13%	-1.38192	-1.840148
June 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Centrex 21	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
June 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/ MSA	Residence	Parity	N/A	58	75	77.33%	41.87%	7,571	8,229	92.00%	27.12%	3.771843	1.293118
June 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	3	3	100.00%	0.00%	147	169	86.98%	33.65%	-0.66419	-1.403799
June 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	35	39	89.74%	30.34%	1,264	1,401	90.22%	29.70%	-0.103199	-1.062741
June 2013	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	3	3	100.00%	0.00%	462	469	98.51%	12.13%	-0.212522	-1.129204
June 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	4	42,432	0.01%	0.06%						-2.969559
June 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc w/ TGSR excl	LIS Trunk	Parity	N/A	3	27,856	0.01%	0.19%						-2.964486
June 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	7	42,600	0.02%	0.00%						
June 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	3	27,856	0.01%	0.00%						
June 2013	Operator Services	OS-1	All		Parity by Design	N/A					8.60	1	8.60			
June 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop - Analog	Benchmark	95.00%	120	121	99.17%	0.00%						
June 2013	Ordering and Provisioning	OP-13A	Cuts Completed On Time	Unbundled Loop Other	Benchmark	95.00%	1	2	50.00%	0.00%						
June 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop - Analog	Diagnostic	N/A	0	121	0.00%	0.00%						
June 2013	Ordering and Provisioning	OP-13B	Cuts Started Without CLEC Approval	Unbundled Loop Other	Diagnostic	N/A	1	2	50.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Business	Parity	N/A	49	1	49.00%	0.00	1,043	28	37.25	46.65	0.473299	-0.712255
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Enhanced Extended Loops (EELs)	Diagnostic	N/A	954	3	318.00%	0.00						
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	22	1	22.00%	0.00	4,405	74	59.53	174.87	-0.213167	-1.129596
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	216	9	24.00%	51.00	7	3	2.33	4.04	1.607248	-0.022863
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	1	5.00%	0.00	7	3	2.33	4.04	0.025069	-0.984759
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	5	3	1.67	1.53	550	6	91.67	172.77	-0.736688	-1.447874
June 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	404	8	50.50	79.48						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Business	Diagnostic	N/A	1	1	100.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Enhanced Extended Loops (EELs)	Diagnostic	N/A	0	3	0.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	0	1	0.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	1	100.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	3	0.00%	0.00%						
June 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Diagnostic	N/A	3	8	37.50%	0.00%						
June 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	3,662	3,662	100.00%	0.00%						
June 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	3,662	3,662	100.00%	0.00%						
June 2013	Ordering and Provisioning	OP-2	All		Parity	N/A	4,118	4,395	93.70%	24.30%	658,295	929,035	70.86%	45.44%		
June 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Business	Parity	N/A	6	6	100.00%	0.00%	384	399	96.24%	19.02%	-0.480523	-1.292138
June 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	57	59	96.61%	18.10%	2,340	2,391	97.87%	14.45%	0.339943	-0.793329
June 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	83	92	90.22%	29.71%	-0.327518	-1.199117
June 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	6	6	100.00%	0.00%	274	282	97.16%	16.60%	-0.414165	-1.251795

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2013	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	76	76	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	50	50	100.00%	0.00%	1,818	1,820	99.89%	3.31%	-0.231376	-1.140667
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	24	24	100.00%							
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	2	2	100.00%							
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	20	21	95.24%	21.30%	-0.449359	-1.273191
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	119	125	95.20%							
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	231	238	97.06%							
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	204	222	91.89%	27.30%	10	11	90.91%	28.75%	-0.110676	-1.067286
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	591	609	97.04%							
June 2013	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Conditioned	Benchmark	95.00%	3	3	100.00%							
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	33	35	94.29%							
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	1	1	100.00%							
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	14	14	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	5	5	100.00%							
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	51	53	96.23%							
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	22	22	100.00%	0.00%	1	1	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	61	61	100.00%							
June 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Business	Parity	N/A	13	5	2.60	1.52	1,158	247	4.69	5.67	-0.815107	-1.49555
June 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	57	17	3.35	1.90	6,087	1,595	3.82	3.07	-0.618566	-1.376061
June 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Business	Parity	N/A	3	1	3.00	0.00	224	52	4.31	2.61	-0.496525	-1.301866
June 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	20	4	5.00	4.24	623	180	3.46	4.59	1.145505	-0.303582
June 2013	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	4	5	0.80	0.45	704	626	1.12	0.48	-1.515211	-1.921183
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	106	22	4.82							
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UDIT Above DS1 Level	Parity	N/A	4	1	4.00	0.00	9	2	4.50	3.54	-0.11547	-1.070201
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	60	21	2.86							
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	192	61	3.15							
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	933	183	5.10							
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	2,085	442	4.72							
June 2013	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Conditioned	Benchmark	15.00	45	3	15.00							
June 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	107	23	4.65							
June 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	34	10	3.40							
June 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	70	14	5.00							
June 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	270	52	5.19							
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	8	8	100.00%	0.00%	540	568	95.07%	21.65%	-0.639573	-1.388833
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS1 Capable	Parity	N/A	58	59	98.31%	12.91%	14	15	93.33%	24.94%	-0.689275	-1.419049
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3	3	100.00%							
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	35	35	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Line Splitting	Parity	N/A	1	1	100.00%	0.00%	4,579	5,065	90.40%	29.45%	-0.325754	-1.198044
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	110	115	95.65%	20.39%	4,039	4,497	89.82%	30.24%	-2.043569	-2.242402
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UDIT Above DS1 Level	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	124	130	95.38%	20.98%	75	75	100.00%	0.00%	1.535887	-0.066247
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	290	294	98.64%	11.58%	75	75	100.00%	0.00%	0.249983	-0.848021
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	239	248	96.37%	18.70%	11	12	91.67%	27.64%	-0.575851	-1.350092
June 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	652	670	97.31%	16.17%	2,921	3,167	92.23%	26.77%	-4.464086	-3.713972
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	8	8	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS1 Capable	Benchmark	96.50%	59	59	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Enhanced Extended Loops - DS3 Capable	Benchmark	96.50%	3	3	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Line Splitting	Benchmark	96.50%	1	1	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	115	115	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	96.50%	130	130	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	96.50%	294	294	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	248	248	100.00%							
June 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	670	670	100.00%							
June 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	0	1	0.00%							
June 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Residence	Diagnostic	N/A	0	5	0.00%							
June 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	4	0.00%							
June 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	1	10	10.00%							
June 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop Analog	Diagnostic	N/A	1	19	5.26%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	8	8	100.00%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	58	59	98.31%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Enhanced Extended Loops - DS3 Capable	Diagnostic	N/A	3	3	100.00%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Line Splitting	Diagnostic	N/A	1	1	100.00%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	110	115	95.65%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	124	130	95.38%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	290	294	98.64%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	239	248	96.37%							
June 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	652	670	97.31%							
June 2013	Ordering and Provisioning	OP-6A-1	Dispatches within MSAs	Residence	Parity	N/A	3	2	1.50	0.71	77	43	1.79	1.90	-0.211862	-1.128803
June 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10	6	1.67	0.52	153	46	3.33	1.49	-2.563183	-2.558305
June 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	23	7	3.29	0.49	153	46	3.33	1.49	-0.066719	-1.040562
June 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	2	2.50	0.71						
June 2013	Ordering and Provisioning	OP-6A-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	12	12	1.00	0.00	102	54	1.89	2.07	-1.344836	-1.817602
June 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	1.00	0.00						
June 2013	Ordering and Provisioning	OP-6A-5	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	1.00	0.00						
June 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	48	17	2.82	0.53	18	1	18.00	0.00		
June 2013	Ordering and Provisioning	OP-6B-4	Interval Zone 1 Areas	Unbundled Loop Analog	Parity	N/A	20	6	3.33	0.52	191	14	13.64	17.32	-1.219649	-1.741494
June 2013	Ordering and Provisioning	OP-6B-5	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Diagnostic	N/A	3	1	3.00							
June 2013	Ordering and Provisioning	OP-7	Coordinated Unbundled Loops	Unbundled Loop - Analog	Benchmark	1:00	21:49	254	0:05							
June 2013	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	185	185	100.00%							
June 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,412	3,413	99.97%							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	6,403	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	15239.14	6,403	2.38							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	16007.50	6,403	2.50							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	4939.50	2,225	2.22							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	4920.00	1,200	4.10							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	417.48	3,479	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	32076.38	3,479	9.22							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	32493.86	3,479	9.34							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	676.80	5,640	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	7162.80	5,640	1.27							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1578.61	1,397	1.13							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	6705.60	1,397	4.80							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	8284.21	1,397	5.93							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	524.76	4,373	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6646.96	4,373	1.52							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	7171.72	4,373	1.64							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1535.16	2,326	0.66							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	8536.42	2,326	3.67							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	10350.70	2,326	4.45							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	242.76	2,023	0.12							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	11409.72	2,023	5.64							
June 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	11652.48	2,023	5.76							
June 2013	Pre-Ordering	PO-15	All	All	Parity	N/A	107	1,872	0.06	0.24	392	15,229	0.03	0.17	7.688431	3.674234
June 2013	Pre-Ordering	PO-16	All		Benchmark	92.50%	2	2	100.00%							
June 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	56	56	100.00%							
June 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	653	658	99.24%							
June 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	443	614	72.15%							
June 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	337	495	68.08%							
June 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	1,047	1,576	66.43%							
June 2013	Pre-Ordering	PO-2B-1	All Eligible LSRs received via IMA-GUI	LNP	Benchmark	95.00%	443	452	98.01%							
June 2013	Pre-Ordering	PO-2B-1	All Eligible LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	337	342	98.54%							
June 2013	Pre-Ordering	PO-2B-1	All Eligible LSRs received via IMA-GUI	Unbundled Loop Aggregate	Benchmark	85.00%	1,047	1,063	98.49%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	237:35	139	1:43							
June 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:744:25	8,241	00:0:05							
June 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	138:06	13	10:37							
June 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	759	20,323	3.73%							
June 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,241	20,323	40.55%							
June 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	13	33	39.39%							
June 2013	Pre-Ordering	PO-5A-(b)	FOCs provided for UBLs and specified UNEs	Unbundled Loop Aggregate	Benchmark	95.00%	987	987	100.00%							
June 2013	Pre-Ordering	PO-5A-1(a)	FOCs provided for Resale services and UNE-P	Resale Aggregate	Benchmark	95.00%	300	301	99.67%							
June 2013	Pre-Ordering	PO-5A-1(b)	FOCs provided for UBLs and specified UNEs	Unbundled Loop Aggregate	Benchmark	95.00%	872	872	100.00%							
June 2013	Pre-Ordering	PO-5A-1(c)	FOCs provided for LNP	LNP	Benchmark	95.00%	393	393	100.00%							
June 2013	Pre-Ordering	PO-5B-1(a)	FOCs provided for Resale services and UNE-P	Resale Aggregate	Benchmark	90.00%	89	89	100.00%							
June 2013	Pre-Ordering	PO-5B-1(b)	FOCs provided for UBLs and specified UNEs	Unbundled Loop AGG-EELs	Benchmark	90.00%	891	897	99.33%							
June 2013	Pre-Ordering	PO-5B-1(c)	FOCs provided for LNP	LNP	Benchmark	90.00%	137	137	100.00%							
June 2013	Pre-Ordering	PO-5C-(b)	FOCs provided for UBLs and specified UNEs	Unbundled Loop AGG-EELs	Benchmark	90.00%	1	1	100.00%							
June 2013	Pre-Ordering	PO-5C-(c)	FOCs provided for LNP	LNP	Benchmark	90.00%	19	19	100.00%							
June 2013	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	21	21	100.00%							
June 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	258:01	2,387	0:06							
June 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	3,457	3,460	99.91%	2.94%	111,382	115,924	96.08%	19.40%	-11.445877	-7.958599
June 2013	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	22	7	3.14	2.41	20	13	1.54	2.63	-1.299469	-1.790021
June 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	4	0.00%	0.00%	4	75	5.33%	22.47%	-0.874038	-1.531377
June 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	80	5.00%	21.79%	4	75	5.33%	22.47%	-0.263247	-1.160043