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Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota
August 2013 - August 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
August 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	189	189	100.00%							
August 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,104	163,104	100.00%							
August 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,830	1,830	100.00%							
August 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	440	440	100.00%	0.00%	5,696	5,717	99.63%	6.05%	-1.227299	-1.746145
August 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,526	1,526	100.00%							
August 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,714,346	3,566,933	1.04							
August 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44	7,047	0.18							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,310	41,310	100.00%							
August 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
August 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	3	7	42.86%	49.49%	-2.88033	-3.751116
August 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	13:43	1	13:43	0:00	10616:59	169	62:49	186:48	-0.262112	-1.159353
August 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	27:59	1	27:59	0:00	8270:52	214	38:39	38:18	-0.277815	-1.168899
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:28	1	3:28	0:00						
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:36	2	1:48	1:47	65:06	4	16:16	8:14	-2.028961	-2.233521
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	21:44	4	5:26	2:02	22462:19	494	45:28	115:15	-0.691964	-1.420684
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		7	232	3.02%	17.11%	-1.051843	-1.639475
August 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,386	0.01%	1.03%	0	11,136	0.00%			
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	134	2.24%	14.79%	413	29,413	1.40%	11.77%	0.546482	-0.667763
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	120	0.00%			
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	215	0.93%	9.60%	7	253	2.77%	16.40%	-1.207166	-1.733905
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	877	0.46%	6.74%	528	45,833	1.15%	10.67%	-1.91304	-2.163046
August 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	147	177	83.05%	37.52%	-0.635297	-1.386233
August 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	197	217	90.78%	28.93%	1.302749	-0.207985
August 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,560	0.04%	0.10%						-2.892
August 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
August 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,560	0.04%							
August 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
August 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	137	141	97.16%	16.60%	-0.496998	-1.302154
August 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	73	76	96.05%	19.47%	-0.439085	-1.266945
August 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	54	54	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	1	1	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
August 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	17	3	5.67	4.62	362	104	3.48	1.64	1.616436	-0.017276
August 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	4	1	4.00	0.00	159	53	3.00	2.26	0.715986	-0.564711
August 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	268	268	100.00%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	218	278	78.42%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	270	71.11%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	12	75.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	218	222	98.20%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	200	96.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	9	100.00%							
August 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	39:41	3	13:14							
August 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	44:05	28	1:34							
August 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	127	127	100.00%							
August 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	8	8	100.00%							
August 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	206	206	100.00%							
August 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
August 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	5	5	100.00%							
August 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
August 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
July 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	182	182	100.00%							
July 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	161,381	161,381	100.00%							
July 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	402	406	99.01%	9.88%	5,521	5,589	98.78%	10.96%	-0.410744	-1.249714
July 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,474	1,474	100.00%							
July 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,646,939	4,390,757	1.06							
July 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1402.03	7,669	0.18							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,080	42,180	99.76%							
July 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	4	100.00%	0.00%	1.683242	-0.976662
July 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	6	100.00%	0.00%	50	89	56.18%	49.62%	-2.093901	-2.273001
July 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	49:11	2	24:35	1:31	9493:51	200	47:28	57:17	-0.561935	-1.341632
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:26	1	0:26	0:00						
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	13:21	1	13:21	0:00	3:24	3	1:08	0:56	0.401571	-0.755862
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	19:06	3	6:22	2:49	20855:20	502	41:33	62:08	-0.977594	-1.594335
July 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	31	206	15.05%	35.75%	-0.592351	-1.360124
July 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	29	211	13.74%	34.43%	-0.398232	-1.242108
July 2014	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	2	17	11.76%	32.22%	0.967422	-0.411849
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	4	25.00%	43.30%	-0.516398	-1.313948
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	73	526	13.88%	34.57%	-0.693327	-1.421513
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%		4	253	1.58%	12.47%	-0.752851	-1.457701
July 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,026	0.01%	1.05%	0	11,160	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	121	3.31%	17.88%	434	29,700	1.46%	12.00%	1.263311	-0.231961
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	444	0.00%			
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	218	0.46%	6.76%	4	253	1.58%	12.47%	-0.973604	-1.591909
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	881	0.34%	5.83%	526	46,110	1.14%	10.62%	-2.215583	-2.346979
July 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	154	206	74.76%	43.44%	-0.817821	-1.4972
July 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	182	211	86.26%	34.43%	-0.398232	-1.242108
July 2014	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	16	17	94.12%	23.53%	-0.242956	-1.147707
July 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-3
July 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
July 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
July 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	9	1	9.00	0.00	3,229	31	104.16	148.11	-0.632376	-1.384457
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	13	31	41.94%	49.35%	3.719016	1.261001
July 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	8	9	88.89%	31.43%	118	122	96.72%	17.81%	0.514435	-0.687246
July 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	89	93	95.70%	20.29%	-0.607292	-1.369207
July 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	15	15	100.00%	0.00%	65	65	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	58	8	7.25	5.92	429	98	4.38	2.86	1.926837	0.171433
July 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	17	4	4.25	2.22	301	76	3.96	6.15	1.015222	-0.382789
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	32	33	96.97%	17.14%	267	282	94.68%	22.44%	-0.554358	-1.337026
July 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	325	325	100.00%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	199	262	75.95%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	266	73.68%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11	90.91%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	208	95.67%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	196	204	96.08%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	69:58	23	3:03							
July 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	125	125	100.00%							
July 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Diagnostic	N/A	10	10	100.00%							
July 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	189	189	100.00%							
July 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	35	100.00%							
July 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	58	58	100.00%							
July 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	10	10	100.00%							
July 2014	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	10	0.00%	0.00%		
June 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	208	208	100.00%							
June 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	162,427	162,427	100.00%							
June 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,534	1,534	100.00%							
June 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	385	386	99.74%	5.08%	5,819	5,867	99.18%	9.01%	-1.181118	-1.718069
June 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,534	1,534	100.00%							
June 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
June 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,166,786	2,958,740	1.07							
June 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1293.44	7,121	0.18							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,980	28,980	100.00%							
June 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,460	41,460	100.00%							
June 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,287	40,380	99.77%							
June 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,060	21,060	100.00%							
June 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							
June 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	6	66.67%	47.14%	2	2	100.00%	0.00%	-0.179284	-2.108998
June 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	44	94	46.81%	49.90%	-1.49177	-1.906932
June 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	96:44	3	32:15	9:08	13554:01	306	44:18	50:40	-0.409975	-1.249247
June 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	46:21	1	46:21	0:00	7907:53	197	40:08	80:58	0.504372	-0.693364
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	2:28	1	2:28	0:00	4:08	2	2:04	1:55	-0.729003	-1.443202
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	45:17	1	45:17	0:00	5:19	1	5:19	0:00		
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	39:19	6	6:33	7:05	4:08	2	2:04	1:55	-0.212137	-1.12897
June 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	82:28	4	20:37	16:48	24655:44	602	40:57	60:26	-0.670929	-1.407896
June 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	2	3	66.67%	47.14%	53	310	17.10%	37.65%	1.399225	-0.149332
June 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	31	202	15.35%	36.04%	-0.424728	-1.258216
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	6	16.67%	37.27%	0	2	0.00%	0.00%	-0.67449	-1.410061
June 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	101	637	15.86%	36.53%	-0.865464	-1.526165
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		2	254	0.79%	8.84%	-0.518	-1.314922
June 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,026	0.00%		0	11,232	0.00%			
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	132	3.03%	17.14%	530	30,005	1.77%	13.17%	0.81661	-0.503536
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	70	1.43%	11.87%	1	450	0.22%	4.71%	0.670298	-0.592488
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	6	221	2.71%	16.25%	2	254	0.79%	8.84%	1.272117	-0.226608
June 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	890	0.45%	6.69%	637	46,483	1.37%	11.63%	-2.340932	-2.423186
June 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	231	310	74.52%	43.58%	-1.008038	-1.612844
June 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	156	202	77.23%	41.94%	-0.541682	-1.329319
June 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.03%	0.08%						-2.895273
June 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.02%	0.13%						-2.945126
June 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.03%							
June 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.02%							
June 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	11	1	11.00	0.00	2,831	30	94.37	143.27	-0.572438	-1.348018
June 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	1	1	100.00%	0.00%	10	30	33.33%	47.14%	3.719016	1.261001
June 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	126	134	94.03%	23.69%	-0.55321	-1.336328
June 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	84	89	94.38%	23.03%	-0.530837	-1.322726
June 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	16	16	100.00%	0.00%	68	68	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
June 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
June 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	10	1	10.00	0.00	358	93	3.85	3.67	1.563224	-0.049628
June 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	13	3	4.33	2.52	191	60	3.18	2.37	1.155221	-0.297676
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	4	1	4.00							
June 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	3	3	100.00%	0.00%		
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	24	26	92.31%	26.65%	277	294	94.22%	23.34%	0.077316	-0.952995
June 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						

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	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	289	302	95.70%	20.30%	-0.470373	-1.285966
June 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	474	474	100.00%							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3566.42	24,357	0.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10195.64	16,705	0.61							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13761.86	24,357	0.57							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1654.23	5,572	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1871.63	5,572	0.34							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	629.30	2,280	0.28							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	48.57	795	0.06							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	677.87	2,280	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2966.94	4,664	0.64							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	19420.31	3,343	5.81							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	22387.25	4,664	4.80							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6332.93	10,058	0.63							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12818.93	10,058	1.27							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1640.02	1,832	0.90							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	984.04	973	1.01							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2624.06	1,832	1.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1960.10	6,563	0.30							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4816.36	11,142	0.43							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6776.46	6,563	1.03							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	66.66	1,024	0.07							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1033.17	3,179	0.32							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1231.04	1,025	1.20							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2330.87	3,179	0.73							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1660.68	4,459	0.37							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61049.94	3,183	19.18							
June 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62710.62	4,459	14.06							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12237.43	7,032	1.74							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	20460.15	4,824	4.24							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	62082.99	6,210	10.00							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29010.77	7,869	3.69							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	19741.75	1,015	19.45							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6403.53	1,640	3.90							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23392.90	5,614	4.17							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2300.50	3,711	0.62							
June 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7004.22	1,777	3.94							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	194	254	76.38%							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	149	212	70.28%							
June 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	16	81.25%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	194	197	98.48%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	149	160	93.13%							
June 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	13	13	100.00%							
June 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	36:50	2	18:25							
June 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	45:58	22	2:05							
June 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	102	102	100.00%							
June 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	183	183	100.00%							
June 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%							
June 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
June 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%							
June 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
June 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	1	1	100.00%							
June 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
May 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	215	215	100.00%							
May 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	160,242	160,242	100.00%							
May 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,564	1,564	100.00%							
May 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	536	538	99.63%	6.09%	5,453	5,515	98.88%	10.54%	-1.580133	-1.960653
May 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,564	1,564	100.00%							
May 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,373,468	3,202,610	1.05							

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	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1281.60	6,978	0.18							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,778	30,420	97.89%							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,778	30,420	97.89%							
May 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,773	30,420	97.87%							
May 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,280	86,280	100.00%							
May 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	83,850	83,850	100.00%							
May 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
May 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
May 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
May 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	41	66	62.12%	48.51%	-0.158733	-1.096503
May 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	26:24	1	26:24	0:00	5115:43	204	25:05	19:34	0.524401	-0.681187
May 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	25:42	1	25:42	0:00	4593:03	169	27:11	23:59	-0.06144	-1.037353
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:02	1	0:02	0:00						
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:27	3	2:09	1:11	1:33	1	1:33	0:00		
May 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	5:42	2	2:51	2:03	11267:53	446	25:16	22:17	-1.41958	-1.863044
May 2014	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	39	207	18.84%	39.10%	0.869424	-0.471428
May 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	26	175	14.86%	35.57%	-0.41654	-1.253238
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	0	1	0.00%	0.00%	-0.67449	-1.410061
May 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	75	473	15.86%	36.53%	-0.612615	-1.372444
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		1	254	0.39%	6.26%	-0.365557	-1.222243
May 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,026	0.01%	1.05%	0	11,472	0.00%			
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	100	2.00%	14.00%	399	30,268	1.32%	11.41%	0.301962	-0.81642
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	72	0.00%		0	450	0.00%			
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	222	1.35%	11.55%	1	254	0.39%	6.26%	0.634237	-0.614411
May 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	891	0.22%	4.73%	473	46,784	1.01%	10.00%	-2.324878	-2.413425
May 2014	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	178	207	85.99%	34.71%	-0.402664	-1.244802
May 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	161	175	92.00%	27.13%	1.370745	-0.166646
May 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-3
May 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
May 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
May 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
May 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	102	105	97.14%	16.66%	-0.493769	-1.30019
May 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	68	73	93.15%	25.26%	-0.586583	-1.356617
May 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	33	33	100.00%	0.00%	81	81	100.00%	0.00%		
May 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	2	1	2.00	0.00	167	49	3.41	3.46	-0.403174	-1.245112
May 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	45	47	95.74%	20.18%	244	260	93.85%	24.03%	-0.498427	-1.303022
May 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	259	259	100.00%							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2760.67	18,884	0.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10871.37	17,342	0.63							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13632.04	18,884	0.72							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1513.48	5,345	0.28							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1651.18	5,345	0.31							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	378.81	1,302	0.29							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	63.21	1,037	0.06							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	442.02	1,302	0.34							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2589.88	4,221	0.61							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21251.20	4,155	5.11							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	23841.08	4,221	5.65							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5347.93	8,934	0.60							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11833.93	8,934	1.32							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1091.63	1,238	0.88							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1180.64	1,218	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2272.27	1,238	1.84							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1735.23	6,199	0.28							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5576.32	12,352	0.45							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7311.55	6,199	1.18							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	53.71	1,258	0.04							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	705.85	2,331	0.30							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1497.49	1,259	1.19							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2257.05	2,331	0.97							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1370.24	3,651	0.38							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	70936.56	3,649	19.44							
May 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	72306.80	3,651	19.80							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	20758.25	7,312	2.84							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	23766.54	5,061	4.70							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	67646.64	6,399	10.57							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	39493.49	8,198	4.82							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	21004.88	1,063	19.76							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	9598.37	1,736	5.53							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	29908.41	5,894	5.07							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	5133.78	3,779	1.36							
May 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	9737.07	1,894	5.14							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	171	236	72.46%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	155	219	70.78%							
May 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	171	175	97.71%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	155	163	95.09%							
May 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	2	2	100.00%							
May 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	4:43	2	2:22							
May 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	51:15	20	2:34							
May 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	110	110	100.00%							
May 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	166	166	100.00%							
May 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%							
May 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	54	54	100.00%							
May 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%							
April 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	211	211	100.00%							
April 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	156,101	156,101	100.00%							
April 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,598	1,598	100.00%							
April 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	382	386	98.96%	10.13%	5,921	5,974	99.11%	9.38%	0.105233	-0.936023
April 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,598	1,598	100.00%							
April 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,560,409	3,398,255	1.05							
April 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1360.75	7,618	0.18							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	83,520	83,520	100.00%							
April 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	81,480	81,480	100.00%							
April 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	2	5	40.00%	48.99%	-3.354102	-4.03915
April 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	63	89	70.79%	45.47%	-0.019283	-1.011723
April 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	22:01	1	22:01	0:00	3761:59	155	24:16	19:59	-0.112423	-1.068349
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:04	3	2:01	0:10	36:11	5	7:14	5:02	-1.417829	-1.861979
April 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	0:54	1	0:54	0:00	9243:37	416	22:13	21:16	-1.001263	-1.608725
April 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	16	164	9.76%	29.67%	-0.3278	-1.199288
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	2	5	40.00%	48.99%	-1.118034	-1.679716
April 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	41	449	9.13%	28.81%	-0.316649	-1.192509
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		5	254	1.97%	13.89%	-0.82395	-1.500926
April 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,146	0.00%		1	11,928	0.01%	0.92%	-0.65881	-1.400528
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	86	1.16%	10.72%	351	30,590	1.15%	10.65%	-0.331529	-1.201555
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	454	0.00%			
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	223	1.35%	11.52%	5	254	1.97%	13.89%	-0.488872	-1.297213
April 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	892	0.11%	3.35%	449	47,179	0.95%	9.71%	-2.558636	-2.555541
April 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	136	164	82.93%	37.63%	-0.452366	-1.275019
April 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,320	0.07%	0.22%						-2.800364
April 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.02%						-2.992491
April 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,320	0.07%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
April 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	6	6	100.00%	0.00%	130	130	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	52	53	98.11%	13.61%	-0.23367	-1.142061
April 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	22	22	100.00%	0.00%	69	69	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	2	1	2.00	0.00	303	92	3.29	3.01	-0.426736	-1.259437
April 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	2	1	2.00	0.00	91	33	2.76	1.54	-0.484104	-1.294314
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
April 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	31	31	100.00%	0.00%	243	252	96.43%	18.56%	-1.011128	-1.614722
April 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	148	148	100.00%							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4703.47	31,200	0.15							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	14688.08	24,958	0.59							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	19391.55	31,200	0.62							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	2185.83	7,319	0.30							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2478.22	7,319	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	746.10	2,546	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	112.77	1,658	0.07							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	858.87	2,546	0.34							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3824.81	5,939	0.64							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25690.09	5,270	4.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	29514.90	5,939	4.97							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	8583.70	13,524	0.63							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	45999.58	31,577	1.46							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	54583.28	13,524	4.04							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1818.56	2,011	0.90							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1102.02	1,634	0.67							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2920.58	2,011	1.45							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2679.37	9,241	0.29							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5383.03	17,602	0.31							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	8062.40	9,241	0.87							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	93.25	1,504	0.06							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1093.31	3,419	0.32							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1811.20	1,504	1.20							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2997.76	3,419	0.88							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2321.12	5,882	0.39							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	101505.64	5,284	19.21							
April 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	103826.76	5,882	17.65							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12683.62	6,827	1.86							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	17418.93	4,701	3.71							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56862.65	5,956	9.55							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29038.93	7,636	3.80							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18963.12	968	19.59							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6468.17	1,635	3.96							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22180.23	5,497	4.03							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8091.91	3,527	2.29							
April 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6145.14	1,744	3.52							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	199	235	84.68%							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	152	223	68.16%							
April 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	199	203	98.03%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	152	165	92.12%							
April 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	3	3	100.00%							
April 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	72:41	5	14:32							
April 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	42:38	13	3:17							
April 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	102	102	100.00%							
April 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	192	192	100.00%							
April 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	40	40	100.00%							
April 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	30	30	100.00%							
April 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	5	5	100.00%							
April 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	6	6	100.00%							
March 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	222	222	100.00%							

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	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	155,741	155,741	100.00%							
March 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,475	1,475	100.00%							
March 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	323	325	99.38%	7.82%	6,964	7,002	99.46%	7.35%	-0.088763	-1.053964
March 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,475	1,475	100.00%							
March 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,026,083	2,878,543	1.05							
March 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1627.67	7,041	0.23							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,820	29,880	99.80%							
March 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,792	29,880	99.71%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	85,680	85,680	100.00%							
March 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	83,130	83,130	100.00%							
March 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
March 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	2	50.00%	50.00%	-1.632994	-2.99279
March 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	2	50.00%	50.00%	58	75	77.33%	41.87%	0.214079	-0.869849
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	6:46	1	6:46	0:00	9:55	2	4:58	1:54	-0.037608	-1.022864
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0:29	1	0:29	0:00	9:55	2	4:58	1:54	-1.925701	-2.170743
March 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:50	3	9:57	4:58	6850:33	301	22:46	23:47	-0.92846	-1.564464
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
March 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	3	0.00%	0.00%	36	328	10.98%	31.26%	-0.605401	-1.368058
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		2	255	0.78%	8.82%	-0.517111	-1.314381
March 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,122	0.00%		0	11,976	0.00%			
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	92	0.00%		245	30,903	0.79%	8.87%	-0.856169	-1.520514
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	462	0.00%			
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	224	0.45%	6.67%	2	255	0.78%	8.82%	-0.418274	-1.254292
March 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	3	893	0.34%	5.79%	328	47,653	0.69%	8.27%	-1.261806	-1.767123
March 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,320	0.05%	0.25%						-2.843455
March 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.03%						-2.988448
March 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,320	0.05%							
March 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
March 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	10	10	100.00%	0.00%	103	104	99.04%	9.76%	-0.297609	-1.180933
March 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	51	52	98.08%	13.73%	-0.269869	-1.164069
March 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	83	83	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-3C	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	13	3	4.33	3.21	180	72	2.50	1.07	1.76241	0.071469
March 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	9	3	3.00							
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	16	100.00%	0.00%	228	239	95.40%	20.95%	-0.850585	-1.517119
March 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
March 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	264	264	100.00%							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3083.73	20,221	0.15							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7611.97	12,737	0.60							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10695.70	20,221	0.53							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1294.12	4,112	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1490.00	4,112	0.36							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.18	2,157	0.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	50.27	806	0.06							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	670.45	2,157	0.31							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2287.89	3,544	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10762.15	2,304	4.67							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	13050.04	3,544	3.68							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5158.49	7,976	0.65							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	29537.69	15,622	1.89							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	34696.18	7,976	4.35							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1421.81	1,546	0.92							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	575.17	727	0.79							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1996.98	1,546	1.29							
March 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1567.86	4,964	0.32							
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	193	230	83.91%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	115	177	64.97%							
March 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	12	83.33%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	193	194	99.48%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	115	120	95.83%							
March 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10	100.00%							
March 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1:55	1	1:55							
March 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	31:58	13	2:28							
March 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	62	62	100.00%							
March 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	183	183	100.00%							
March 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	27	27	100.00%							
March 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
March 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	36	36	100.00%							
March 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
February 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	192	192	100.00%							
February 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	151,243	152,048	99.47%							
February 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,654	1,654	100.00%							
February 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	360	361	99.72%	5.26%	6,656	6,695	99.42%	7.61%	-0.743011	-1.451718
February 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,654	1,654	100.00%							
February 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,768,190	3,617,763	1.04							
February 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1497.74	6,041	0.25							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,228	27,360	99.52%							
February 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	77,580	77,580	100.00%							
February 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	75,600	75,600	100.00%							
February 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
February 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
February 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	1	100.00%	0.00%	-0.861454	-2.523728
February 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	4	75.00%	43.30%	38	57	66.67%	47.14%	-0.341765	-1.207778
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1:18	1	1:18	0:00						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:32	2	4:16	0:25						
February 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	15:15	2	7:37	0:42	8508:04	313	27:11	31:04	-0.88757	-1.539604
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
February 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	41	308	13.31%	33.97%	-0.55239	-1.335829
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		1	263	0.38%	6.15%	-0.360044	-1.218891
February 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,122	0.01%	1.05%	0	11,976	0.00%			
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	80	0.00%		272	31,163	0.87%	9.30%	-0.838218	-1.5096
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	463	0.00%			
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	223	0.90%	9.43%	1	263	0.38%	6.15%	0.155321	-0.905572
February 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	902	0.22%	4.70%	336	47,955	0.70%	8.34%	-1.708443	-2.03866
February 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-3

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	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
February 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
February 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
February 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	95	103	92.23%	26.77%	-0.633687	-1.385254
February 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	62	66	93.94%	23.86%	-0.353889	-1.215149
February 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	7	7	100.00%	0.00%	50	51	98.04%	13.86%	-0.350861	-1.213308
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	DS1	Parity	N/A	1	1	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	13	13	100.00%							
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	DS1	Parity	N/A	5	1	5.00	0.00						
February 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	76	13	5.85							
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	DS1	Parity	N/A	0	1	0.00%	0.00%						
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	14	14	100.00%	0.00%	209	220	95.00%	21.79%	-0.832321	-1.506015
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
February 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	13	13	100.00%	0.00%	214	226	94.69%	22.42%	-0.830253	-1.504758
February 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2	2	100.00%							
February 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	184	184	100.00%							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4325.59	29,426	0.15							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	12751.11	20,208	0.63							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17076.70	29,426	0.58							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1889.47	6,446	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2028.64	6,446	0.31							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	859.45	2,965	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	92.51	1,259	0.07							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	951.96	2,965	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3372.34	5,429	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17837.82	3,981	4.48							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	21210.16	5,429	3.91							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7536.52	12,136	0.62							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	39703.87	25,973	1.53							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	47240.39	12,136	3.89							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1931.01	2,152	0.90							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	809.80	1,222	0.66							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2740.81	2,152	1.27							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2243.80	7,715	0.29							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4349.12	13,474	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6592.92	7,715	0.85							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	48.34	1,096	0.04							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1101.11	3,435	0.32							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1299.26	1,097	1.18							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.71	3,435	0.71							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2003.11	5,498	0.36							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	80666.67	4,101	19.67							
February 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	82669.78	5,498	15.04							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	1030.17	4,479	0.23							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74773.92	7,176	10.42							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25880.94	7,311	3.54							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	40974.96	4,568	8.97							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3991.25	775	5.15							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	9368.80	3,346	2.80							
February 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	210	251	83.67%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	137	230	59.57%							
February 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	8	50.00%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	210	211	99.53%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	137	140	97.86%							
February 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
February 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	45:46	5	9:09							

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-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	37:57	21	1:48							
February 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	72	72	100.00%							
February 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	203	203	100.00%							
February 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	63	63	100.00%							
February 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
February 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37	38	97.37%							
February 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
February 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
January 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	217	217	100.00%							
January 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	148,826	148,826	100.00%							
January 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	2,186	2,186	100.00%							
January 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	260	260	100.00%	0.00%	5,914	5,958	99.26%	8.56%	-1.361436	-1.827694
January 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,853	1,853	100.00%							
January 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,189,698	4,019,065	1.04							
January 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1353.00	7,166	0.19							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	86,400	86,400	100.00%							
January 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	84,360	84,360	100.00%							
January 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
January 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	3	3	100.00%	0.00%		
January 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
January 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	42	62	67.74%	46.75%	-0.960531	-1.583961
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2:59	1	2:59	0:00	3:20	1	3:20	0:00		
January 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:35	4	1:39	0:46	3:20	1	3:20	0:00		
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	1	3	33.33%	47.14%	-0.612372	-1.372296
January 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	4	0.00%	0.00%	1	3	33.33%	47.14%	-0.92582	-1.562859
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	39	2.56%	15.81%	3	269	1.12%	10.50%	0.202377	-0.876963
January 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	11,952	0.00%		0	11,952	0.00%			
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	80	0.00%		268	31,485	0.85%	9.19%	-0.827686	-1.503198
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	464	0.00%			
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	4	228	1.75%	13.13%	3	269	1.12%	10.50%	0.227948	-0.861417
January 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	890	0.00%		333	48,435	0.69%	8.26%	-2.459697	-2.49539
January 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,320	0.00%	0.00%						-3
January 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
January 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,320	0.00%							
January 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
January 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	68	72	94.44%	22.91%	-0.33833	-1.20569
January 2014	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	64	65	98.46%	12.31%	-0.242645	-1.147518
January 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	73	73	100.00%	0.00%		
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
January 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
January 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	7	1	7.00	0.00	119	41	2.90	2.14	1.359463	-0.173505
January 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	2	1	2.00							
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	9	9	100.00%	0.00%	201	211	95.26%	21.25%	-0.65532	-1.398406
January 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%						
January 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	293	293	100.00%							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1386.80	10,260	0.14							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	21677.38	36,031	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	23064.18	10,260	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	595.58	2,094	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	853.12	2,094	0.41							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	270.39	984	0.27							
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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	31826.32	1,848	17.22							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2525.93	4,188	0.60							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	67412.56	45,236	1.49							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	69938.49	4,188	16.70							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	657.80	738	0.89							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1404.54	2,136	0.66							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2062.34	738	2.79							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	758.63	2,670	0.28							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6972.21	23,796	0.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7730.84	2,670	2.90							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	15.77	354	0.04							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	366.46	1,188	0.31							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2287.91	1,933	1.18							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2670.14	1,188	2.25							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	686.38	1,956	0.35							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	138810.84	7,196	19.29							
January 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	139497.22	1,956	71.32							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12350.48	7,504	1.65							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19775.40	5,164	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58213.18	6,546	8.89							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30080.39	8,390	3.59							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20948.76	1,071	19.56							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6781.95	1,771	3.83							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23855.15	6,050	3.94							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	8391.99	3,856	2.18							
January 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6055.93	1,940	3.12							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	258	310	83.23%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	87	165	52.73%							
January 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	8	62.50%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	258	262	98.47%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	87	90	96.67%							
January 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	5	5	100.00%							
January 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	2:39	1	2:39							
January 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	11:52	10	1:11							
January 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	41	41	100.00%							
January 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	246	247	99.60%							
January 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	61	61	100.00%							
January 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	3	3	100.00%							
January 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	44	44	100.00%							
January 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	2	2	100.00%							
December 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,977	9,022	0.88	0.49	143,698	44,100	3.26	5.62	-36.559403	-23.226539
December 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	814,584	814,584	100.00%							
December 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,977	9,022	0.88	0.49	143,698	44,100	3.26	5.62	-36.559403	-23.226539
December 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	230	230	100.00%							
December 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	171,554	171,554	100.00%							
December 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	1,841	1,841	100.00%							
December 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	442	442	100.00%	0.00%	7,083	7,137	99.24%	8.67%	-1.781358	-2.082989
December 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	1,841	1,841	100.00%							
December 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	4:10	1,493	0:00							
December 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.74	1	8.74			
December 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	30,060	30,060	100.00%							
December 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,060	30,060	100.00%							
December 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	85,668	85,800	99.85%							
December 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,960	21,960	100.00%							
December 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	83,550	83,640	99.89%							
December 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	95.00%	0	0								
December 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	1	2	50.00%	50.00%	22	87	25.29%	43.47%	0.119986	-0.927054
December 2013	Maintenance and Repair	MR-2	Calls Answered w/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
December 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	17	17	100.00%	0.00%		
December 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	84	117	71.79%	45.00%	-0.624122	-1.379439

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	34	36	94.44%	22.91%	-0.239236	-1.145445
December 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	259	308	84.09%	36.58%	-0.434254	-1.264008
December 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	1	1	100.00%	0.00%		
December 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	10	20.00%	40.00%	1	1	100.00%	0.00%	1.20917	-1.264876
December 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	13:31	1	13:31	0:00	670:04	36	18:37	14:26	-0.696806	-2.423628
December 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	15:01	1	15:01	0:00	3:27	1	3:27	0:00		
December 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	96:40	10	9:40	4:24	3:27	1	3:27	0:00		
December 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	3:45	1	3:45	0:00	9105:42	301	30:15	64:28	-0.410361	-1.249482
December 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Business	Parity	N/A	0	1	0.00%	0.00%	1	39	2.56%	15.81%	-0.160181	-1.097383
December 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%			
December 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	10	10.00%	30.00%	0	1	0.00%	0.00%	-1.335178	-1.81173
December 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	37	317	11.67%	32.11%	-0.362943	-1.220653
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	33	0.00%		0	523	0.00%			
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	1	366	0.27%	5.22%	65	17,025	0.38%	6.17%	-0.333226	-1.202587
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	1	0.00%		20	13,508	0.15%	3.85%	-0.038506	-1.02341
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	18	0.00%		1	214	0.47%	6.82%	-0.279196	-1.169739
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		1	270	0.37%	6.07%	-0.355925	-1.216387
December 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,098	0.00%		0	11,952	0.00%			
December 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	252	0.00%		1	1,532	0.07%	2.55%	-0.375963	-1.228569
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	83	0.00%		252	31,869	0.79%	8.86%	-0.812296	-1.493841
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	74	0.00%		0	464	0.00%			
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	10	229	4.37%	20.44%	1	270	0.37%	6.07%	2.816941	0.712578
December 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	895	0.11%	3.34%	317	48,894	0.65%	8.03%	-1.982173	-2.205076
December 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/i MSA	Business	Parity	N/A	1	1	100.00%	0.00%	30	39	76.92%	42.13%	-0.540833	-1.328803
December 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,296	0.02%	0.08%						-2.941667
December 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
December 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,296	0.02%							
December 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
December 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.37	1	8.37			
December 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	215	215	100.00%							
December 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	215	215	100.00%							
December 2013	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC	ALL	Parity	N/A	3,297	3,558	92.66%	26.07%	669,955	1,001,358	66.90%	47.06%		
December 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	101	108	93.52%	24.62%	-0.449779	-1.273446
December 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	49	53	92.45%	26.42%	-0.396646	-1.241144
December 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	52	54	96.30%	18.89%	-0.272352	-1.165578
December 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
December 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	13	1	13.00	0.00	336	78	4.31	2.38	1.85218	0.126045
December 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	7	7	100.00%	0.00%	204	215	94.88%	22.03%	-0.604607	-1.367575
December 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	193	200	96.50%	18.38%	-0.189971	-1.115494
December 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	7	7	100.00%							
December 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	1	1	100.00%							
December 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	7	7	100.00%							
December 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	1	1	100.00%							
December 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	214	214	100.00%							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5139.37	37,570	0.14							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	17793.45	22,323	0.80							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	22932.82	37,570	0.61							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1918.73	7,490	0.26							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	4859.20	7,490	0.65							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	886.41	3,724	0.24							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2068.71	1,673	1.24							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2955.12	3,724	0.79							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3422.15	7,021	0.49							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	30680.30	5,126	5.99							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	34102.45	7,021	4.86							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	7498.36	14,601	0.51							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	49879.47	30,616	1.63							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	57377.83	14,601	3.93							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	2027.76	2,943	0.69							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3278.41	1,719	1.91							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	5306.17	2,943	1.80							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2385.84	9,851	0.24							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9478.09	17,280	0.55							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	11863.93	9,851	1.20							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	926.26	2,749	0.34							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1006.23	4,021	0.25							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	3268.34	1,923	1.70							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5200.83	4,021	1.29							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1993.16	6,199	0.32							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	72184.97	3,883	18.59							
December 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	74178.13	6,199	11.97							
December 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	0	33	0.00	0.00	29	1,020	0.03	0.18	-0.904618	-1.549969
December 2013	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
December 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	2	2	100.00%							
December 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	50	50	100.00%							
December 2013	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	LNP	Diagnostic	N/A	45	75	60.00%							
December 2013	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	35	46	76.09%							
December 2013	Pre-Ordering	PO-2A-1	All Flow-Through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	13	69.23%							
December 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	45	45	100.00%							
December 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	35	35	100.00%							
December 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	9	9	100.00%							
December 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	16:33	5	3:19							
December 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:592:47	7,107	00:0:05							
December 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	58:01	3	19:20							
December 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	505	15,376	3.28%							
December 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	7,107	15,376	46.22%							
December 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3	3	100.00%							
December 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	31	31	100.00%							
December 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	9	9	100.00%							
December 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	45	45	100.00%							
December 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	6	6	100.00%							
December 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	4	4	100.00%							
December 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	26	26	100.00%							
December 2013	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
December 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	5:57	147	0:02							
December 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	152	152	100.00%	0.00%	10,880	10,979	99.10%	9.45%	-1.16799	-1.710088
December 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	15	0.00%	0.00%		
December 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	0	1	0.00%	0.00%	0	15	0.00%	0.00%		
November 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,128	7,827	0.91	0.67	126,389	42,049	3.01	4.41	-38.580811	-24.455468
November 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	842,051	842,051	100.00%							
November 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,128	7,827	0.91	0.67	126,389	42,049	3.01	4.41	-38.580811	-24.455468
November 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	210	210	100.00%							
November 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	150,165	150,165	100.00%							
November 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	2,345	2,345	100.00%							
November 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	422	423	99.76%	4.86%	6,590	6,692	98.48%	12.25%	-2.096634	-2.274663
November 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	1,961	1,961	100.00%							
November 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	3:58	2,020	0:00							
November 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	3,855,404	3,678,349	1.05							
November 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	1294.27	7,025	0.18							
November 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	6,577	6,632	99.17%							
November 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					9.14	1	9.14			
November 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	29,340	29,340	100.00%							
November 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	29,340	29,340	100.00%							
November 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	83,400	83,400	100.00%							
November 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,600	21,600	100.00%							
November 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	80,970	80,970	100.00%							
November 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	95.00%	0	0								
November 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	0	2	0.00%	0.00%	44	153	28.76%	45.26%	-0.892705	-1.542726
November 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Centrex 21	Parity	N/A	0	1	0.00%	0.00%						
November 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	1	2	50.00%	50.00%	94	488	19.26%	39.44%	0.384008	-0.76654

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2013	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
November 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Centrex 21	Parity	N/A	1	1	100.00%	0.00%						
November 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
November 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	39	50	78.00%	41.42%	-0.525853	-1.319696
November 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Centrex 21	Parity	N/A	1	1	100.00%	0.00%						
November 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	18	30	60.00%	48.99%	-0.803219	-1.488323
November 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	1	100.00%	0.00%						
November 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	DS0	Parity	N/A	1	1	100.00%	0.00%	2	3	66.67%	47.14%	-0.612372	-1.372296
November 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	ISDN Primary	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
November 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	5	7	71.43%	45.18%	-1.577622	-2.959126
November 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	30:02	1	30:02	0:00	1999:07	50	39:59	49:23	-0.39893	-2.242532
November 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Centrex 21	Parity	N/A	23:14	1	23:14	0:00						
November 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	3:10	1	3:10	0:00	1944:02	30	64:48	108:56	-0.556598	-1.338387
November 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	3:10	1	3:10	0:00	1944:02	30	64:48	108:56	-0.556598	-1.338387
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	DS0	Parity	N/A	0:25	1	0:25	0:00	18:05	3	6:02	10:05	-0.482052	-1.293067
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	ISDN Primary	Parity	N/A	2:05	1	2:05	0:00	5:52	4	1:28	0:50	0.27411	-0.833353
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS0	Parity	N/A	0:25	1	0:25	0:00	17:40	1	17:40	0:00		
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	ISDN Primary	Parity	N/A	2:05	1	2:05	0:00	5:52	4	1:28	0:50	0.323918	-0.803072
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3:19	1	3:19	0:00						
November 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4:40	2	2:20	1:18	18:45	5	3:45	1:42	-0.99746	-1.606413
November 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Business	Parity	N/A	0	1	0.00%	0.00%	7	55	12.73%	33.33%	-0.378456	-1.230085
November 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Centrex 21	Parity	N/A	0	1	0.00%	0.00%						
November 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	1	0.00%	0.00%	3	32	9.38%	29.15%	-0.316723	-1.192554
November 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	18	165	10.91%	31.18%	-0.348872	-1.212099
November 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS0	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
November 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	ISDN Primary	Parity	N/A	0	1	0.00%	0.00%	0	4	0.00%	0.00%		
November 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
November 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	2	7	28.57%	45.18%	-0.788811	-1.479563
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	33	0.00%		0	523	0.00%			
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	2	372	0.54%	7.31%	109	17,102	0.64%	7.96%	-0.239095	-1.14536
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	1	0.00%		12	13,565	0.09%	2.97%	-0.029755	-1.01809
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	1	18	5.56%	22.91%	0	214	0.00%		1.421497	-0.135791
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		7	273	2.56%	15.81%	-0.947643	-1.576126
November 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,098	0.00%		0	11,976	0.00%			
November 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	252	0.00%		0	1,534	0.00%			
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	77	1.30%	11.32%	394	32,185	1.22%	11.00%	-0.287515	-1.174797
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	75	1.33%	11.47%	0	464	0.00%		1.084162	-0.340877
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	2	237	0.84%	9.15%	7	273	2.56%	15.81%	-1.225822	-1.745247
November 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	900	0.00%		503	49,287	1.02%	10.05%	-3.018819	-2.835312
November 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Business	Parity	N/A	0	1	0.00%	0.00%	40	55	72.73%	44.54%	0.565949	-0.655928
November 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Centrex 21	Parity	N/A	1	1	100.00%	0.00%						
November 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	1	1	100.00%	0.00%	23	32	71.88%	44.96%	-0.615992	-1.374497
November 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	131	165	79.39%	40.45%	-0.507916	-1.308791
November 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,296	0.00%	0.00%						-3
November 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
November 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,296	0.00%							
November 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
November 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.09	1	8.09			
November 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	366	366	100.00%							
November 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	366	366	100.00%							
November 2013	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC	ALL	Parity	N/A	4,510	4,723	95.49%	20.75%	633,829	900,267	70.40%	45.65%		
November 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	111	118	94.07%	23.62%	-0.35217	-1.214104
November 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	72	76	94.74%	22.33%	-0.400422	-1.243439
November 2013	Ordering and Provisioning	OP-3C	No dispatches	Business	Parity	N/A	1	1	100.00%	0.00%	5	6	83.33%	37.27%	-0.414039	-1.251718
November 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	79	79	100.00%	0.00%		
November 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%						
November 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
November 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	6	1	6.00	0.00	352	84	4.19	3.74	1.071377	-0.348649
November 2013	Ordering and Provisioning	OP-4C	No dispatches	Business	Parity	N/A	1	1	1.00	0.00	4	3	1.33	1.15	-0.25	-1.151989
November 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	17	4	4.25							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
November 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	1	1	100.00%	0.00%	79	83	95.18%	21.42%	-0.223674	-1.135984
November 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	10	10	100.00%	0.00%	252	273	92.31%	26.65%	-0.896597	-1.545093
November 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%						
November 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	253	271	93.36%	24.90%	-0.266242	-1.161864
November 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	1	1	100.00%							
November 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	10	10	100.00%							
November 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	5	5	100.00%							
November 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	1	1	100.00%							
November 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Unbundled Loop - DS1 Capable	Diagnostic	N/A	0	1	0.00%							
November 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	1	1	100.00%							
November 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	10	10	100.00%							
November 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	4	5	80.00%							
November 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	1	1	100.00%							
November 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	363	363	100.00%							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2012.50	15,765	0.13							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10399.40	6,144	1.69							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	12411.90	15,765	0.79							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	317.51	2,606	0.12							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	4145.88	2,606	1.59							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	166.69	1,343	0.12							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2616.01	706	3.71							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2782.70	1,343	2.07							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	357.80	3,013	0.12							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21316.70	2,307	9.24							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	21674.50	3,013	7.19							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	573.39	4,936	0.12							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	13411.76	10,767	1.25							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	13985.15	4,936	2.83							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	160.39	1,275	0.13							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4017.09	867	4.63							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	4177.48	1,275	3.28							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	438.21	3,830	0.11							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	10786.73	6,835	1.58							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	11224.94	3,830	2.93							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	850.40	1,409	0.60							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	284.09	2,287	0.12							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2942.69	1,409	2.09							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	4077.18	2,287	1.78							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	267.69	2,141	0.13							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	13650.24	723	18.88							
November 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	13917.93	2,141	6.50							
November 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	1	45	0.02	0.15	37	1,161	0.03	0.19	-0.342695	-1.208344
November 2013	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
November 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	4	4	100.00%							
November 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	27	27	100.00%							
November 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	78	121	64.46%							
November 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	32	52	61.54%							
November 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	10	64	15.63%							
November 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	78	80	97.50%							
November 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	32	32	100.00%							
November 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	10	10	100.00%							
November 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	24:20	19	1:17							
November 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:843:23	8,208	00:0:06							
November 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	519	17,250	3.01%							
November 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,208	17,250	47.58%							
November 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	30	30	100.00%							
November 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	7	7	100.00%							
November 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	74	74	100.00%							
November 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	52	52	100.00%							
November 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	33	34	97.06%							
November 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	38:09	157	0:15							
November 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	145	145	100.00%	0.00%	10,158	10,304	98.58%	11.82%	-1.43358	-1.871555
November 2013	Pre-Ordering	PO-8A	Non-Designed Services	Non-Designed Services	Parity	N/A	5	2	2.50	3.54	11	2	5.50	6.36	0.017547	-0.989332
November 2013	Pre-Ordering	PO-8B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	4	2	2.00	1.41	11	2	5.50	6.36	-0.59776	-1.363412
November 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	11	0.00%	0.00%		
November 2013	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	1	1	100.00%	0.00%	0	11	0.00%	0.00%		
October 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	8,511	8,672	0.98	0.56	163,314	51,722	3.16	5.01	-37.448429	-23.767028
October 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	898,790	898,790	100.00%							
October 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	8,511	8,672	0.98	0.56	163,314	51,722	3.16	5.01	-37.448429	-23.767028
October 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	166	166	100.00%							
October 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	153,428	153,428	100.00%							
October 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	1,922	1,922	100.00%							
October 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	440	440	100.00%	0.00%	8,128	8,207	99.04%	9.76%	-2.014687	-2.224843
October 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	1,922	1,922	100.00%							
October 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	5:42	2,360	0:00							
October 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	4,701,708	4,483,887	1.05							
October 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	1368.97	7,976	0.17							
October 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	7,799	7,862	99.20%							
October 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.35	1	8.35			
October 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	29,160	29,160	100.00%							
October 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,600	30,600	100.00%							
October 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	86,372	86,400	99.97%							
October 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	22,860	22,860	100.00%							
October 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	84,360	84,360	100.00%							
October 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	95.00%	0	0								
October 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	1	7	14.29%	34.99%	65	281	23.13%	42.17%	-0.548244	-1.333308
October 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	1	1	100.00%	0.00%	243	1,236	19.66%	39.74%	0.85148	-0.482337
October 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	6,354	7,861	80.83%	39.36%	170,949	212,055	80.62%	39.53%	-0.471325	-1.286545
October 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	4	5	80.00%	40.00%	131	478	27.41%	44.60%	-2.622952	-2.594641
October 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	1	3	33.33%	47.14%	58	101	57.43%	49.45%	0.256783	-0.843887
October 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	3	3	100.00%	0.00%	44	60	73.33%	44.22%	-1.019294	-1.619687
October 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	4	5	80.00%	40.00%	658	1,180	55.76%	49.67%	-1.088892	-1.661999
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	ISDN Primary	Parity	N/A	2	2	100.00%	0.00%	9	10	90.00%	30.00%	-0.430331	-1.261623
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
October 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	5	7	71.43%	45.18%	-0.648074	-2.394002
October 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	287:20	3	95:47	72:17	5956:24	101	58:58	66:16	2.390477	-0.546694
October 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	30:53	3	10:18	10:44	2521:27	60	42:01	42:05	-1.274319	-1.774731
October 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	30:53	3	10:18	10:44	2521:27	60	42:01	42:05	-1.274319	-1.774731
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	ISDN Primary	Parity	N/A	3:35	2	1:47	0:04	180:29	10	18:03	52:14	-0.401765	-1.244256
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	ISDN Primary	Parity	N/A	3:35	2	1:47	0:04	180:21	9	20:02	55:00	-0.424378	-1.258003
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	9:03	1	9:03	0:00						
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	14:58	5	3:00	1:52	67:54	7	9:42	14:56	-0.766978	-1.466289
October 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	118:46	5	23:45	39:26	73767:18	1,151	64:05	74:16	-1.211966	-1.736823
October 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Business	Parity	N/A	0	3	0.00%	0.00%	18	107	16.82%	37.41%	-0.768241	-1.467057
October 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	3	0.00%	0.00%	7	68	10.29%	30.39%	-0.574209	-1.349094
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	ISDN Primary	Parity	N/A	0	2	0.00%	0.00%	1	10	10.00%	30.00%	-0.430331	-1.261623
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	0	7	0.00%	0.00%		
October 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	5	0.00%	0.00%	206	1,209	17.04%	37.60%	-1.011281	-1.614815
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	33	0.00%		0	525	0.00%			
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	6	374	1.60%	12.56%	216	17,220	1.25%	11.13%	0.428869	-0.739266
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	1	0.00%		37	13,668	0.27%	5.20%	-0.052098	-1.031673
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	18	0.00%		0	220	0.00%			
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	39	0.00%		7	278	2.52%	15.67%	-0.939917	-1.571429
October 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,098	0.01%	1.05%	0	12,048	0.00%			
October 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	252	0.00%		3	1,540	0.19%	4.41%	-0.650153	-1.395265
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	82	0.00%		993	32,606	3.05%	17.18%	-1.602888	-1.974487
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	75	0.00%		0	466	0.00%			

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	237	2.11%	14.37%	7	278	2.52%	15.67%	-0.294756	-1.179199
October 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	5	904	0.55%	7.42%	1,209	49,826	2.43%	15.39%	-3.627828	-3.205563
October 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Business	Parity	N/A	1	3	33.33%	47.14%	79	107	73.83%	43.96%	0.915146	-0.443631
October 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	3	3	100.00%	0.00%	56	68	82.35%	38.12%	-0.784662	-1.477041
October 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,296	0.00%	0.00%						-2.996667
October 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
October 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,296	0.00%							
October 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
October 2013	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					7.83	1	7.83			
October 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	544	544	100.00%							
October 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	544	544	100.00%							
October 2013	Ordering and Provisioning	OP-2	Calls Answered w/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	Residence	Parity	N/A	2	2	100.00%	0.00%	116	124	93.55%	24.57%	-0.368431	-1.22399
October 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	68	77	88.31%	32.13%	-0.618198	-1.375838
October 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	82	82	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	ISDN Primary	Parity	N/A	4	4	100.00%	0.00%	5	5	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	3	1	3.00	0.00	265	66	4.02	6.46	-0.155955	-1.094814
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	ISDN Primary	Parity	N/A	36	4	9.00	0.00	31	3	10.33	1.15	-1.511858	-1.919144
October 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	10	2	5.00							
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	ISDN Primary	Parity	N/A	4	4	100.00%	0.00%	7	7	100.00%	0.00%		
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	9	9	100.00%	0.00%	265	283	93.64%	24.40%	-0.769726	-1.46796
October 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	2	2	100.00%	0.00%	239	258	92.64%	26.12%	-0.397206	-1.241484
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	ISDN Primary	Benchmark	96.50%	4	4	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	9	9	100.00%							
October 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	ISDN Primary	Diagnostic	N/A	4	4	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	9	9	100.00%							
October 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	2	2	100.00%							
October 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	542	542	100.00%							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1616.67	12,530	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8806.84	4,893	1.80							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	10423.51	12,530	0.83							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	258.64	2,147	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	3520.06	2,147	1.64							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	146.62	1,187	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2433.48	606	4.02							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	2580.10	1,187	2.17							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	300.71	2,471	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	17317.50	1,889	9.17							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	17618.21	2,471	7.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	468.72	3,960	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	10273.61	8,622	1.19							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	10742.33	3,960	2.71							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	134.18	1,054	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	3105.51	688	4.51							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	3239.69	1,054	3.07							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	359.68	3,103	0.12							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	9071.72	5,448	1.67							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	9431.40	3,103	3.04							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	731.17	1,137	0.64							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	244.86	1,889	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2521.29	1,139	2.21							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	3497.32	1,889	1.85							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	218.70	1,710	0.13							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	15150.65	987	15.35							
October 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	15369.35	1,710	8.99							
October 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	2	51	0.04	0.20	94	1,372	0.07	0.29	-0.713832	-1.433979
October 2013	Pre-Ordering	PO-16	Timely Release Notifications	ALL	Benchmark	92.50%	1	1	100.00%							
October 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	5	5	100.00%							

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-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	2	2	100.00%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	61	84	72.62%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	49	84	58.33%							
October 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	3	4	75.00%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	61	61	100.00%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	49	49	100.00%							
October 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	3	3	100.00%							
October 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	37:59	12	3:10							
October 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:874:38	9,941	00:0:05							
October 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	771	21,177	3.64%							
October 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	9,941	21,177	46.94%							
October 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	48	48	100.00%							
October 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	1	1	100.00%							
October 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	57	57	100.00%							
October 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	18	18	100.00%							
October 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
October 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
October 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	8:37	150	0:03							
October 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	139	140	99.29%	8.42%	12,131	12,343	98.28%	12.99%	-0.908541	-1.552354
October 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	0	18	0.00%	0.00%		
September 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,631	6,833	0.97	0.42	145,619	47,981	3.03	4.39	-36.361914	-23.106474
September 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	810,740	810,740	100.00%							
September 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	6,631	6,833	0.97	0.42	145,619	47,981	3.03	4.39	-36.361914	-23.106474
September 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	163	163	100.00%							
September 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	153,882	153,882	100.00%							
September 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	1,929	1,929	100.00%							
September 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	401	401	100.00%	0.00%	6,589	6,619	99.55%	6.72%	-1.312051	-1.79767
September 2013	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	1,929	1,929	100.00%							
September 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	4:31	2,035	0:00							
September 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	3,530,681	3,398,312	1.04							
September 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	1316.16	8,019	0.16							
September 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	7,444	7,556	98.52%							
September 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance		Parity by Design	N/A					8.49	1	8.49			
September 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	28,980	28,980	100.00%							
September 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	28,980	28,980	100.00%							
September 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	82,825	82,920	99.89%							
September 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	21,060	21,060	100.00%							
September 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	80,738	80,760	99.97%							
September 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	95.00%	0	0								
September 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	2	6	33.33%	47.14%	45	154	29.22%	45.48%	-0.175102	-1.106454
September 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	PBX	Parity	N/A	13	15	86.67%	33.99%	0	7	0.00%		3.525817	1.143545
September 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	1	2	50.00%	50.00%	144	642	22.43%	41.71%	0.25364	-0.845798
September 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	6,763	8,323	81.26%	39.03%	162,429	251,080	64.69%	47.79%	-31.108475	-19.91261
September 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	16	26	61.54%	48.65%	-0.775791	-1.471648
September 2013	Maintenance and Repair	MR-3C	No dispatches	PBX	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
September 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	3	3	100.00%	0.00%	99	221	44.80%	49.73%	-1.909832	-2.161095
September 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	42	54	77.78%	41.57%	-0.742307	-1.451291
September 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	2	100.00%	0.00%	35	41	85.37%	35.34%	-0.571761	-1.347606
September 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	PBX	Parity	N/A	0	1	0.00%	0.00%						
September 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	0	1	0.00%	0.00%	173	218	79.36%	40.47%	0.806263	-0.509827
September 2013	Maintenance and Repair	MR-4C	No dispatches	PBX	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
September 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	4	4	100.00%	0.00%	463	589	78.61%	41.01%	-1.039813	-1.632161
September 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	ISDN Primary	Parity	N/A	1	1	100.00%	0.00%	6	6	100.00%	0.00%		
September 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	3	33.33%	47.14%	-3.464102	-4.106024
September 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	33:19	2	16:39	9:15	1802:23	54	33:23	46:03	-1.008478	-2.61311
September 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	43:29	2	21:44	1:13	1145:58	41	27:57	22:30	-0.381142	-1.231718
September 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	PBX	Parity	N/A	73:51	1	73:51	0:00						
September 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	50:13	1	50:13	0:00	7145:28	218	32:47	31:54	0.926859	-0.43651
September 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	43:29	2	21:44	1:13	1145:58	41	27:57	22:30	-0.381142	-1.231718
September 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	PBX	Parity	N/A	73:51	1	73:51	0:00						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2013	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	PBX	Parity	N/A	2:52	1	2:52	0:00	17:39	6	2:56	1:52	-0.037193	-1.022612
September 2013	Maintenance and Repair	MR-6C	Mean Time to Restore-No Dispatch	PBX	Parity	N/A	2:52	1	2:52	0:00	17:39	6	2:56	1:52	-0.037193	-1.022612
September 2013	Maintenance and Repair	MR-6E	Mean Time to Restore - Zone 2	ISDN Primary	Parity	N/A	1:42	1	1:42	0:00	11:01	6	1:50	0:51	-0.14829	-1.090154
September 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	ISDN Primary	Parity	N/A	1:42	1	1:42	0:00	10:51	5	2:10	0:15	-1.662742	-2.010875
September 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:54	3	2:18	1:21	26:17	3	8:46	9:06	-0.869009	-1.52832
September 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	22:41	4	5:40	6:20	20313:48	573	35:27	50:36	-1.172927	-1.713089
September 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Business	Parity	N/A	0	2	0.00%	0.00%	4	58	6.90%	25.34%	-0.378431	-1.23007
September 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	2	0.00%	0.00%	8	43	18.60%	38.91%	-0.660928	-1.401815
September 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	PBX	Parity	N/A	0	1	0.00%	0.00%						
September 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	45	222	20.27%	40.20%	-0.503088	-1.305856
September 2013	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	PBX	Parity	N/A	0	1	0.00%	0.00%	0	6	0.00%	0.00%		
September 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	ISDN Primary	Parity	N/A	0	1	0.00%	0.00%	1	6	16.67%	37.27%	-0.414039	-1.251718
September 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	1	3	33.33%	47.14%	0	-1
September 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	124	607	20.43%	40.32%	-1.010046	-1.614064
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	33	0.00%		2	537	0.37%	6.09%	-0.340914	-1.207261
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	4	378	1.06%	10.23%	109	17,299	0.63%	7.91%	0.762263	-0.536577
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	2	0.00%		23	13,782	0.17%	4.08%	-0.057817	-1.03515
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	18	0.00%		1	229	0.44%	6.59%	-0.270544	-1.164479
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	41	0.00%		3	283	1.06%	10.24%	-0.619433	-1.376588
September 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,098	0.00%		0	12,192	0.00%			
September 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	2	253	0.79%	8.86%	7	1,540	0.45%	6.73%	0.332768	-0.797691
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	95	1.05%	10.21%	498	32,984	1.51%	12.19%	-0.364902	-1.221844
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	78	0.00%		2	478	0.42%	6.45%	-0.530805	-1.322707
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	238	1.26%	11.16%	3	283	1.06%	10.24%	-0.1834	-1.111499
September 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	4	907	0.44%	6.63%	607	50,283	1.21%	10.92%	-2.094068	-2.273103
September 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Business	Parity	N/A	2	2	100.00%	0.00%	50	58	86.21%	34.48%	-0.556177	-1.338132
September 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	2	2	100.00%	0.00%	37	43	86.05%	34.65%	-0.556696	-1.338447
September 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	PBX	Parity	N/A	1	1	100.00%	0.00%						
September 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	196	222	88.29%	32.16%	1.169624	-0.288919
September 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,296	0.00%	0.00%						-3
September 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
September 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	1,296	0.00%							
September 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							
September 2013	Operator Services	OS-1	Speed of Answer - Operator Services		Parity by Design	N/A					8.09	1	8.09			
September 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	382	382	100.00%							
September 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	382	382	100.00%							
September 2013	Ordering and Provisioning	OP-2	Calls Answered w/i 20 seconds - IPC		Parity	N/A	3,901	4,197	92.95%	25.60%	491,942	1,165,901	42.19%	49.39%		
September 2013	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	141	149	94.63%	22.54%	-0.470124	-1.285815
September 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	4	4	100.00%	0.00%	103	105	98.10%	13.67%	-0.273532	-1.166296
September 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	4	4	100.00%	0.00%	88	88	100.00%	0.00%		
September 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	ISDN Primary	Parity	N/A	2	2	100.00%	0.00%	12	12	100.00%	0.00%		
September 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
September 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
September 2013	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	29	2	14.50	0.71	559	109	5.13	6.32	1.774382	0.078748
September 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	3	1	3.00	0.00	258	77	3.35	2.25	-0.154685	-1.094042
September 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	ISDN Primary	Parity	N/A	18	2	9.00	0.00	119	12	9.92	1.08	-1.107578	-1.673359
September 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	27	3	9.00							
September 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
September 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	ISDN Primary	Parity	N/A	1	2	50.00%	50.00%	12	12	100.00%	0.00%	1.067571	-0.350963
September 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	12	12	100.00%	0.00%	314	342	91.81%	27.42%	-1.016755	-1.618143
September 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	1	1	100.00%	0.00%		
September 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	296	316	93.67%	24.35%	-0.259527	-1.157781
September 2013	Ordering and Provisioning	OP-5B	New Service Quality	ISDN Primary	Benchmark	96.50%	2	2	100.00%							
September 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	12	12	100.00%							
September 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	3	3	100.00%							
September 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop Analog	Benchmark	96.50%	1	1	100.00%							
September 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	ISDN Primary	Diagnostic	N/A	0	1	0.00%							
September 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	ISDN Primary	Diagnostic	N/A	1	2	50.00%							
September 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	12	12	100.00%							
September 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	3	3	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop Analog	Diagnostic	N/A	1	1	100.00%							
September 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	381	381	100.00%							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2519.53	20,072	0.13							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	16120.96	7,919	2.04							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	18640.49	20,072	0.93							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	409.17	3,450	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	6076.80	3,450	1.76							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	243.02	2,047	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4396.27	1,150	3.82							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	4639.29	2,047	2.27							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	477.53	4,017	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	28735.67	3,135	9.17							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	29213.20	4,017	7.27							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	751.18	6,475	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	17263.85	14,331	1.20							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	18015.03	6,475	2.78							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	211.89	1,696	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	5446.64	1,149	4.74							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	5658.53	1,696	3.34							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	578.05	5,079	0.11							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	13915.73	8,880	1.57							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	14493.78	5,079	2.85							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	1116.59	1,799	0.62							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	359.32	2,915	0.12							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	4125.50	1,799	2.29							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5601.41	2,915	1.92							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	345.60	2,706	0.13							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	26253.52	943	18.84							
September 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	26599.12	2,706	9.83							
September 2013	Pre-Ordering	PO-15	Number of Due Date Changes per Order	All	Parity	N/A	0	75	0.00	0.00	40	1,494	0.03	0.17	-1.366526	-1.830789
September 2013	Pre-Ordering	PO-16	Timely Release Notifications		Benchmark	92.50%	1	1	100.00%							
September 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	6	6	100.00%							
September 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Unbundled Loops	Benchmark	95.00%	2	2	100.00%							
September 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	72	97	74.23%							
September 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	41	74	55.41%							
September 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	8	11	72.73%							
September 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	72	73	98.63%							
September 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	41	41	100.00%							
September 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	8	8	100.00%							
September 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	43:16	18	2:24							
September 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:748:14	8,203	00:0:05							
September 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	5:38	3	1:53							
September 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	642	18,494	3.47%							
September 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,203	18,494	44.35%							
September 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	3	3	100.00%							
September 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	34	34	100.00%							
September 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	6	6	100.00%							
September 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	67	68	98.53%							
September 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							
September 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
September 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	18	18	100.00%							
September 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	11:58	155	0:05							
September 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	153	153	100.00%	0.00%	9,285	9,374	99.05%	9.70%	-1.201252	-1.730309
August 2013	Billing	BI-1A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,487	7,136	1.05	0.81	193,339	52,447	3.69	5.39	-38.751984	-24.559533
August 2013	Billing	BI-1B	Jointly-provided Switched Access	Jointly-provided Switched Access	Benchmark	95.00%	791,795	791,795	100.00%							
August 2013	Billing	BI-1C-2	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	7,487	7,136	1.05	0.81	193,339	52,447	3.69	5.39	-38.751984	-24.559533
August 2013	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	194	194	100.00%							
August 2013	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Benchmark	98.00%	152,241	152,241	100.00%							
August 2013	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Benchmark	95.00%	2,299	2,299	100.00%							
August 2013	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	327	327	100.00%	0.00%	6,921	6,947	99.63%	6.11%	-1.083149	-1.658508

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	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Benchmark	95.00%	1,939	1,939	100.00%							
August 2013	Database Updates	DB-1A	All	E911	Parity by Design	N/A	4:40	2,057	0:00							
August 2013	Database Updates	DB-1B	All	LIDB	Parity by Design	N/A	4,516,629	4,398,795	1.03							
August 2013	Database Updates	DB-1C-1	All	Directory Listing	Parity by Design	N/A	1254.59	7,530	0.17							
August 2013	Database Updates	DB-2C-1	All	Directory Listing	Parity by Design	N/A	7,290	7,420	98.25%							
August 2013	Directory Assistance	DA-1	Speed of Answer - Directory Assistance	ALL	Parity by Design	N/A					8.75	1	8.75			
August 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	All	Benchmark	99.25%	30,355	30,420	99.79%							
August 2013	Electronic Gateway Availability	GA-1	Gateway Availability - IMA-GUI	SIA	Benchmark	99.25%	30,420	30,420	100.00%							
August 2013	Electronic Gateway Availability	GA-3	All	ALL	Benchmark	99.25%	86,123	86,280	99.82%							
August 2013	Electronic Gateway Availability	GA-4	System Availability - EXACT	ALL	Benchmark	99.25%	22,500	22,500	100.00%							
August 2013	Electronic Gateway Availability	GA-6	Gateway Availability - GUI - Repair	ALL	Benchmark	99.25%	83,720	83,850	99.84%							
August 2013	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Benchmark	95.00%	0	0								
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Business	Parity	N/A	0	4	0.00%	0.00%	48	175	27.43%	44.62%	-1.215742	-1.739118
August 2013	Maintenance and Repair	MR-10	Customer and Non-CTLQ Related Trouble Reports	Residence	Parity	N/A	1	2	50.00%	50.00%	193	768	25.13%	43.38%	0.149288	-0.90924
August 2013	Maintenance and Repair	MR-2	Calls Answered w/i 20 seconds - IRC	All	Parity	N/A	6,560	7,299	89.88%	30.17%	188,346	214,623	87.76%	32.78%	-5.430501	-4.30151
August 2013	Maintenance and Repair	MR-3A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	15	24	62.50%	48.41%	-0.758947	-1.461407
August 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Business	Parity	N/A	0	1	0.00%	0.00%	12	13	92.31%	26.65%	1.067571	-0.350963
August 2013	Maintenance and Repair	MR-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	28	66	42.42%	49.42%	-1.156238	-1.702943
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	113	230	49.13%	49.99%	-1.01534	-1.617283
August 2013	Maintenance and Repair	MR-4A	Dispatches within MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	45	53	84.91%	35.80%	-0.417715	-1.253953
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Business	Parity	N/A	2	3	66.67%	47.14%	50	54	92.59%	26.19%	0.691255	-0.579747
August 2013	Maintenance and Repair	MR-4B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	182	231	78.79%	40.88%	-0.517755	-1.314773
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
August 2013	Maintenance and Repair	MR-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	561	678	82.74%	37.79%	-0.456343	-1.277437
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	4	5	80.00%	40.00%	-0.91287	-2.554986
August 2013	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	4	5	80.00%	40.00%	-0.732212	-2.445154
August 2013	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Business	Parity	N/A	18:56	1	18:56	0:00	1393:34	53	26:18	20:19	-0.717684	-2.43632
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Business	Parity	N/A	117:20	3	39:07	52:45	1047:17	54	19:24	17:13	1.490853	-0.093626
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	22:33	1	22:33	0:00	7489:19	231	32:25	30:26	-0.32369	-1.19679
August 2013	Maintenance and Repair	MR-6B	Mean Time to Restore-Disp out MSA	Business	Parity	N/A	117:20	3	39:07	52:45	1047:17	54	19:24	17:13	1.616436	-0.017276
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1:57	1	1:57	0:00	18:59	5	3:48	4:04	-0.415207	-1.252428
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:04	2	2:32	3:08						
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12:05	3	4:02	4:21	18:59	5	3:48	4:04	-0.287147	-1.174573
August 2013	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	13:08	1	13:08	0:00	21862:54	664	32:56	45:42	-0.432729	-1.263081
August 2013	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Business	Parity	N/A	0	1	0.00%	0.00%	11	54	20.37%	40.28%	-0.501161	-1.304685
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Business	Parity	N/A	0	3	0.00%	0.00%	5	64	7.81%	26.84%	-0.492802	-1.299602
August 2013	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	42	234	17.95%	38.38%	-0.466711	-1.28374
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	0	5	0.00%	0.00%		
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%	0	2	0.00%	0.00%		
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	5	0.00%	0.00%		
August 2013	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	130	702	18.52%	38.84%	-0.476392	-1.289626
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Basic Rate ISDN	Parity	N/A	0	33	0.00%		2	531	0.38%	6.13%	-0.34273	-1.208365
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Business	Parity	N/A	4	380	1.05%	10.21%	127	17,422	0.73%	8.51%	0.505642	-0.692592
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex	Parity	N/A	0	2	0.00%		36	13,867	0.26%	5.09%	-0.072145	-1.043861
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Centrex 21	Parity	N/A	0	18	0.00%		0	235	0.00%			
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	41	2.44%	15.43%	5	282	1.77%	13.20%	-0.151333	-1.092004
August 2013	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,098	0.00%		0	12,624	0.00%			
August 2013	Maintenance and Repair	MR-8	Trouble Rate	PBX	Parity	N/A	0	271	0.00%		0	1,520	0.00%			
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	90	1.11%	10.48%	575	33,343	1.72%	13.02%	-0.446393	-1.271388
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	80	2.50%	15.61%	2	472	0.42%	6.50%	1.268332	-0.228909
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	239	1.26%	11.13%	5	282	1.77%	13.20%	-0.44628	-1.271319
August 2013	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	1	939	0.11%	3.26%	702	50,765	1.38%	11.68%	-3.31863	-3.017584
August 2013	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/l MSA	Business	Parity	N/A	1	1	100.00%	0.00%	45	54	83.33%	37.27%	-0.443129	-1.269404
August 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Business	Parity	N/A	2	3	66.67%	47.14%	58	64	90.63%	29.15%	0.56608	-0.655848
August 2013	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	199	234	85.04%	35.67%	-0.418487	-1.254422
August 2013	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Offices	LIS Trunk	Parity	N/A	0	1,296	0.00%	0.00%						-2.998333
August 2013	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Offices	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-3
August 2013	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Offices	LIS Trunk	Diagnostic	N/A	0	1,296	0.00%							
August 2013	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Offices	LIS Trunk	Diagnostic	N/A	0	2,493	0.00%							

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	Operator Services	OS-1	Speed of Answer - Operator Services	ALL	Parity by Design	N/A					8.49	1	8.49			
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	ISDN Primary	Parity	N/A	9	1	9.00	0.00						
August 2013	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	2	1	2.00	0.00	1,054	24	43.92	76.94	-0.533822	-1.324541
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	ISDN Primary	Diagnostic	N/A	0	1	0.00%							
August 2013	Ordering and Provisioning	OP-15B	Pending Orders Delayed for Facilities	Residence	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-17A	Timeliness of Disconnects on LNP Orders	LNP	Benchmark	98.25%	278	278	100.00%							
August 2013	Ordering and Provisioning	OP-17B	Timeliness of Disconnects on LNP Orders	LNP	Diagnostic	N/A	278	278	100.00%							
August 2013	Ordering and Provisioning	OP-2	Calls Answered w/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	Residence	Parity	N/A	2	2	100.00%	0.00%	121	127	95.28%	21.22%	-0.312468	-1.189967
August 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Business	Parity	N/A	1	1	100.00%	0.00%	32	34	94.12%	23.53%	-0.246403	-1.149802
August 2013	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	158	161	98.14%	13.52%	-0.193672	-1.117744
August 2013	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	85	85	100.00%	0.00%		
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	PBX	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
August 2013	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Business	Parity	N/A	3	1	3.00	0.00	105	23	4.57	5.15	-0.297486	-1.180859
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	PBX	Parity	N/A	5	1	5.00	0.00						
August 2013	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	13	3	4.33							
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Business	Parity	N/A	0	1	0.00%	0.00%	85	90	94.44%	22.91%	1.506776	-0.083945
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	PBX	Parity	N/A	1	1	100.00%	0.00%						
August 2013	Ordering and Provisioning	26-5A	New Service Installation Quality	Residence	Parity	N/A	9	9	100.00%	0.00%	345	373	92.49%	26.35%	-0.844527	-1.513436
August 2013	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%						
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Business	Benchmark	96.50%	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	PBX	Benchmark	96.50%	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Residence	Benchmark	96.50%	9	9	100.00%							
August 2013	Ordering and Provisioning	OP-5B	New Service Quality	Unbundled Loop - DS1 Capable	Benchmark	96.50%	3	3	100.00%							
August 2013	Ordering and Provisioning	OP-5R	New Service Quality Multiple Report Rate	Business	Diagnostic	N/A	0	1	0.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Business	Diagnostic	N/A	0	1	0.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	PBX	Diagnostic	N/A	1	1	100.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Residence	Diagnostic	N/A	9	9	100.00%							
August 2013	Ordering and Provisioning	OP-5T	New Service Installation Quality Total	Unbundled Loop - DS1 Capable	Diagnostic	N/A	3	3	100.00%							
August 2013	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	274	274	100.00%							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2133.02	16,616	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	17854.55	6,443	2.77							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Benchmark	10.00	19987.57	16,616	1.20							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	347.46	2,847	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Benchmark	10.00	5666.97	2,847	1.99							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	196.65	1,594	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	3642.54	865	4.21							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Benchmark	25.00	3839.19	1,594	2.41							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	405.53	3,293	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	25443.43	2,564	9.92							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Benchmark	25.00	25848.96	3,293	7.85							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	627.01	5,307	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	15648.93	11,820	1.32							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Benchmark	12.50	16275.94	5,307	3.07							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	177.17	1,407	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	4616.49	954	4.84							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Benchmark	30.00	4793.66	1,407	3.41							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	491.11	4,207	0.12							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	11629.01	7,388	1.57							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Benchmark	25.00	12120.12	4,207	2.88							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	919.11	1,525	0.60							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	310.64	2,470	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	4657.12	1,526	3.05							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Benchmark	10.00	5886.87	2,470	2.38							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	278.67	2,221	0.13							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	28695.16	1,807	15.88							
August 2013	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Benchmark	20.00	28973.83	2,221	13.05							

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-15	Number of Due Date Changes per Order	All	Parity	N/A	1	62	0.02	0.13	49	1,749	0.03	0.18	-0.498025	-1.302778
August 2013	Pre-Ordering	PO-16	Timely Release Notifications		Benchmark	92.50%	0	0	100.00%							
August 2013	Pre-Ordering	PO-20P4	Manual Service Order Accuracy	Resale & UNE-P (POTS)	Benchmark	95.00%	9	9	100.00%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	LNP	Diagnostic	N/A	90	110	81.82%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	36	73	49.32%							
August 2013	Pre-Ordering	PO-2A-1	LSRs received via IMA-GUI	Unbundled Loop Aggregate	Diagnostic	N/A	25	26	96.15%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	LNP	Benchmark	95.00%	90	92	97.83%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Resale Aggregate W/O UNE-P-POTS	Benchmark	95.00%	36	36	100.00%							
August 2013	Pre-Ordering	PO-2B-1	Electronic Flow-through	Unbundled Loop Aggregate	Benchmark	85.00%	25	25	100.00%							
August 2013	Pre-Ordering	PO-3A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Benchmark	12:00	20:39	13	1:35							
August 2013	Pre-Ordering	PO-3A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Benchmark	00:0:18	00:761:51	8,888	00:0:05							
August 2013	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Benchmark	24:00	15:21	1	15:21							
August 2013	Pre-Ordering	PO-4A-1	LSRs received via IMA-GUI and rejected manually	Product Aggregate	Diagnostic	N/A	614	19,832	3.10%							
August 2013	Pre-Ordering	PO-4A-2	LSRs received via IMA-GUI and auto-rejected	Product Aggregate	Diagnostic	N/A	8,888	19,832	44.82%							
August 2013	Pre-Ordering	PO-4C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	1	1	100.00%							
August 2013	Pre-Ordering	PO-5A-1(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	33	33	100.00%							
August 2013	Pre-Ordering	PO-5A-1(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop Aggregate	Benchmark	95.00%	23	23	100.00%							
August 2013	Pre-Ordering	PO-5A-1(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	87	87	100.00%							
August 2013	Pre-Ordering	PO-5B-1(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	22	22	100.00%							
August 2013	Pre-Ordering	PO-5B-1(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
August 2013	Pre-Ordering	PO-5B-1(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	15	15	100.00%							
August 2013	Pre-Ordering	PO-6A	Work Completion Notification Timeliness	All	Benchmark	6:00	12:18	153	0:05							
August 2013	Pre-Ordering	PO-7A,C	Billing Completion Notification Timeliness	All	Parity	N/A	153	155	98.71%	11.29%	9,985	10,064	99.22%	8.83%	0.389066	-0.763465
August 2013	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	1	13	7.69%	26.65%	-1.465234	-1.890799