



Qwest Corporation (Qwest or CTL-Q) Performance Results

South Dakota May 2014 - May 2015

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

May 2015 Aggregate Performance SD.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score | |
|----------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|-----------|
| May 2015 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 209 | 209 | 100.00% | | | | | | | | |
| May 2015 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 165,294 | 165,294 | 100.00% | | | | | | | | |
| May 2015 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,134 | 1,134 | 100.00% | | | | | | | | |
| May 2015 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 1,304 | 1,304 | 100.00% | 0.00% | 5,252 | 5,279 | 99.49% | 7.13% | -2.318581 | -2.409597 | |
| May 2015 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,134 | 1,134 | 100.00% | | | | | | | | |
| May 2015 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,801,612 | 4,595,642 | 1.04 | | | | | | | | |
| May 2015 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1105.08 | 5,859 | 0.19 | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,795 | 29,880 | 99.72% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,880 | 29,880 | 100.00% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,692 | 42,840 | 99.65% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,417 | 41,565 | 99.64% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,600 | 21,600 | 100.00% | | | | | | | | |
| May 2015 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | | |
| May 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 | |
| May 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | 0 | -1 | |
| May 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 | |
| May 2015 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 3 | 6 | 50.00% | 50.00% | 54 | 91 | 59.34% | 49.12% | 0.045152 | -0.972549 | |
| May 2015 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 69:00 | 2 | 34:30 | N/A | 8:57 | 9424:11 | 220 | 42:50 | 38:06 | -0.30811 | -1.187318 |
| May 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS1 | Parity | N/A | 16:05 | 1 | 16:05 | 0:00 | 8:59 | 2 | 4:29 | 2:57 | 0.637192 | -0.612615 | |
| May 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1:35 | 1 | 1:35 | 0:00 | 8:59 | 2 | 4:29 | 2:57 | -0.802771 | -1.48805 | |
| May 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 10:07 | 1 | 10:07 | 0:00 | 0:09 | 1 | 0:09 | 0:00 | | | |
| May 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 20:55 | 6 | 3:29 | 2:13 | 8:59 | 2 | 4:29 | 2:57 | -0.416337 | -1.253115 | |
| May 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 8:05 | 2 | 4:03 | 0:02 | 16725:39 | 441 | 37:56 | 36:26 | -1.312075 | -1.797685 | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 47 | 2.13% | 14.43% | 2 | 215 | 0.93% | 9.60% | 0.128718 | -0.921745 | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,386 | 0.01% | 1.03% | 1 | 9,504 | 0.01% | 1.03% | 0.008862 | -0.994612 | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 3 | 102 | 2.94% | 16.90% | 364 | 26,929 | 1.35% | 11.55% | 0.988108 | -0.399273 | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 132 | 0.00% | | | | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 6 | 191 | 3.14% | 17.44% | 2 | 249 | 0.80% | 8.93% | 1.457051 | -0.114176 | |
| May 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 800 | 0.25% | 4.99% | 462 | 42,525 | 1.09% | 10.37% | -2.260973 | -2.374574 | |
| May 2015 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 192 | 225 | 85.33% | 35.38% | -0.713331 | -1.433674 | |
| May 2015 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,608 | 0.02% | 0.07% | | | | | | -2.93194 | |
| May 2015 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.00% | | | | | | -3 | |
| May 2015 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,608 | 0.02% | | | | | | | | |
| May 2015 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | | |
| May 2015 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 112 | 119 | 94.12% | 23.53% | -0.547631 | -1.332936 | |
| May 2015 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 48 | 48 | 100.00% | 0.00% | | | |
| May 2015 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 43 | 43 | 100.00% | 0.00% | | | |
| May 2015 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | | |
| May 2015 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | | | |
| May 2015 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 7 | 1 | 7.00 | 0.00 | 483 | 89 | 5.43 | 4.53 | 0.640266 | -0.610746 | |
| May 2015 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 130 | 130 | 100.00% | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2393.30 | 18,410 | 0.13 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 9971.50 | 12,950 | 0.77 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 12364.80 | 18,410 | 0.67 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 741.75 | 3,225 | 0.23 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 967.59 | 3,225 | 0.30 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 1843.87 | 3,479 | 0.53 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 18960.55 | 3,479 | 5.45 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 20804.42 | 3,479 | 5.98 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 2124.80 | 6,640 | 0.32 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 8610.80 | 6,640 | 1.30 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1305.00 | 1,450 | 0.90 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1943.12 | 908 | 2.14 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 3248.12 | 1,450 | 2.24 | | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1332.39 | 5,793 | 0.23 | | | | | | | | |

May 2015 Aggregate Performance SD.xls

| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 5341.23 | 10,473 | 0.51 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6673.62 | 5,793 | 1.15 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 278.40 | 870 | 0.32 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 279.12 | 2,326 | 0.12 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1870.40 | 1,120 | 1.67 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2427.92 | 2,326 | 1.04 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1369.18 | 4,027 | 0.34 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 37943.50 | 2,051 | 18.50 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 39312.68 | 4,027 | 9.76 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10828.18 | 6,523 | 1.66 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 12995.50 | 3,713 | 3.50 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 49807.60 | 4,780 | 10.42 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 30785.74 | 6,781 | 4.54 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 25799.20 | 1,360 | 18.97 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 5312.00 | 1,280 | 4.15 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19800.00 | 5,280 | 3.75 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2036.80 | 2,546 | 0.80 | | | | | | | |
| May 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5958.12 | 1,722 | 3.46 | | | | | | | |
| May 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 143 | 188 | 76.06% | | | | | | | |
| May 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 207 | 256 | 80.86% | | | | | | | |
| May 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 143 | 143 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 207 | 207 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 7:53 | 2 | 3:57 | | | | | | | |
| May 2015 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 31:57 | 17 | 1:53 | | | | | | | |
| May 2015 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 159 | 160 | 99.38% | | | | | | | |
| May 2015 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 140 | 140 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| May 2015 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 39 | 39 | 100.00% | | | | | | | |
| April 2015 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 247 | 247 | 100.00% | | | | | | | |
| April 2015 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 163,728 | 163,728 | 100.00% | | | | | | | |
| April 2015 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,236 | 1,236 | 100.00% | | | | | | | |
| April 2015 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 322 | 323 | 99.69% | 5.56% | 5,243 | 5,257 | 99.73% | 5.15% | -0.23174 | -1.140888 |
| April 2015 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,236 | 1,236 | 100.00% | | | | | | | |
| April 2015 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,800,933 | 3,608,279 | 1.05 | | | | | | | |
| April 2015 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1224.99 | 6,193 | 0.20 | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,080 | 28,080 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,080 | 28,080 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,740 | 40,740 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| April 2015 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| April 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.816497 | -1.496395 |
| April 2015 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 60 | 81 | 74.07% | 43.82% | -0.826518 | -1.502487 |
| April 2015 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 64:16 | 1 | 64:16 | 0:00 | 5830:00 | 185 | 31:31 | 27:11 | 1.131131 | -0.312321 |
| April 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3:44 | 1 | 3:44 | 0:00 | 4:38 | 2 | 2:19 | 2:44 | -0.042626 | -1.025915 |
| April 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 10:19 | 2 | 5:09 | 2:39 | 9713:42 | 355 | 27:22 | 27:56 | -1.121043 | -1.681546 |
| April 2015 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 25 | 189 | 13.23% | 33.88% | -0.389406 | -1.236742 |
| April 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| April 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 45 | 378 | 11.90% | 32.38% | -0.518505 | -1.315229 |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 46 | 0.00% | | 2 | 207 | 0.97% | 9.78% | -0.605957 | -1.368396 |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,194 | 0.00% | | 0 | 9,576 | 0.00% | | | |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 106 | 0.94% | 9.67% | 288 | 27,203 | 1.06% | 10.23% | -0.115771 | -1.070384 |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 135 | 0.00% | | | |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 193 | 0.52% | 7.18% | 2 | 227 | 0.88% | 9.35% | -0.396644 | -1.241142 |
| April 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 801 | 0.25% | 4.99% | 378 | 42,777 | 0.88% | 9.36% | -1.8995 | -2.154814 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|------------|---------------------------|--------------|--|---------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2015 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/1 MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 163 | 189 | 86.24% | 34.44% | -0.398334 | -1.24217 |
| April 2015 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,512 | 0.00% | 0.00% | | | | | | -3 |
| April 2015 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.01% | 0.02% | | | | | | -2.983132 |
| April 2015 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,512 | 0.00% | | | | | | | |
| April 2015 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.01% | | | | | | | |
| April 2015 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 133 | 139 | 95.68% | 20.32% | -0.363977 | -1.221282 |
| April 2015 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 43 | 46 | 93.48% | 24.69% | -0.365679 | -1.222317 |
| April 2015 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 72 | 73 | 98.63% | 11.62% | -0.254937 | -1.154991 |
| April 2015 | 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% | | |
| April 2015 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| April 2015 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 15 | 2 | 7.50 | 3.54 | 151 | 40 | 3.78 | 2.03 | 1.571787 | -0.044421 |
| April 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| April 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 10 | 10 | 100.00% | 0.00% | 242 | 258 | 93.80% | 24.12% | -0.797801 | -1.485029 |
| April 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 237 | 249 | 95.18% | 21.42% | -0.224567 | -1.136527 |
| April 2015 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 207 | 207 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2593.92 | 18,528 | 0.14 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 8980.01 | 13,403 | 0.67 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 11573.93 | 18,528 | 0.62 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 935.28 | 3,897 | 0.24 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1161.12 | 3,897 | 0.30 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 289.30 | 1,315 | 0.22 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 5114.30 | 1,285 | 3.98 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5403.60 | 1,315 | 4.11 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2218.98 | 3,579 | 0.62 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 18134.28 | 3,474 | 5.22 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 20353.26 | 3,579 | 5.69 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 2124.80 | 6,640 | 0.32 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 5389.86 | 4,382 | 1.23 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 7514.66 | 6,640 | 1.13 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1159.51 | 1,397 | 0.83 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1434.60 | 797 | 1.80 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2594.11 | 1,397 | 1.86 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1396.98 | 5,373 | 0.26 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4315.92 | 10,276 | 0.42 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 5712.90 | 5,373 | 1.06 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 179.20 | 1,120 | 0.16 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 399.12 | 3,326 | 0.12 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1870.40 | 1,120 | 1.67 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2448.72 | 3,326 | 0.74 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1288.64 | 4,027 | 0.32 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 39731.72 | 2,023 | 19.64 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 41020.36 | 4,027 | 10.19 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 11756.69 | 6,287 | 1.87 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 14565.66 | 3,813 | 3.82 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 50979.60 | 4,760 | 10.71 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 31449.92 | 6,778 | 4.64 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 22475.70 | 1,170 | 19.21 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 5691.00 | 1,355 | 4.20 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 18988.48 | 5,536 | 3.43 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2366.24 | 2,572 | 0.92 | | | | | | | |
| April 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 6602.92 | 1,724 | 3.83 | | | | | | | |
| April 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 157 | 223 | 70.40% | | | | | | | |
| April 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 169 | 205 | 82.44% | | | | | | | |
| April 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 11 | 11 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 157 | 157 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 169 | 169 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 11 | 11 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 2:32 | 1 | 2:32 | | | | | | | |
| April 2015 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 44:48 | 38 | 1:11 | | | | | | | |
| April 2015 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 128 | 128 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| April 2015 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 11 | 11 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 149 | 149 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 12 | 12 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 59 | 59 | 100.00% | | | | | | | |
| April 2015 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2015 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 241 | 241 | 100.00% | | | | | | | |
| March 2015 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 162,413 | 162,413 | 100.00% | | | | | | | |
| March 2015 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,153 | 1,153 | 100.00% | | | | | | | |
| March 2015 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 360 | 361 | 99.72% | 5.26% | 5,089 | 5,114 | 99.51% | 6.97% | -0.557746 | -1.339085 |
| March 2015 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,153 | 1,153 | 100.00% | | | | | | | |
| March 2015 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,911,942 | 3,712,529 | 1.05 | | | | | | | |
| March 2015 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1172.11 | 6,104 | 0.19 | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,860 | 27,860 | 100.00% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,060 | 30,060 | 100.00% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,724 | 27,860 | 99.51% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 42,900 | 42,900 | 100.00% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 38,970 | 38,970 | 100.00% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| March 2015 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| March 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2015 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 1 | 100.00% | | 34 | 55 | 61.82% | 48.58% | -0.778857 | -1.473511 |
| March 2015 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 68:39 | 1 | 68:39 | 0:00 | 2708:45 | 103 | 26:18 | 62:10 | 1.514102 | -0.079491 |
| March 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | DS1 | Parity | N/A | 2:04 | 1 | 2:04 | 0:00 | 1:27 | 1 | 1:27 | 0:00 | | |
| March 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 3:20 | 2 | 1:40 | 0:01 | | | | | | |
| March 2015 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 21 | 109 | 19.27% | 39.44% | -0.684597 | -1.416205 |
| March 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | DS1 | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| March 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 2 | 0.00% | 0.00% | | | | | | |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 45 | 0.00% | | 1 | 208 | 0.48% | 6.92% | -0.422759 | -1.257019 |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 2 | 9,218 | 0.02% | 1.47% | 0 | 9,816 | 0.00% | | | |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 99 | 2.02% | 14.07% | 188 | 27,477 | 0.68% | 8.24% | 1.04061 | -0.367354 |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 136 | 0.00% | | | |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 197 | 0.00% | | 1 | 228 | 0.44% | 6.61% | -0.682328 | -1.414826 |
| March 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 811 | 0.00% | | 250 | 43,136 | 0.58% | 7.59% | -2.309636 | -1.243366 |
| March 2015 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 98 | 106 | 92.45% | 26.42% | -0.400302 | -1.309366 |
| March 2015 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,536 | 0.00% | 0.00% | | | | | | -3 |
| March 2015 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,241 | 0.00% | 0.01% | | | | | | -2.997751 |
| March 2015 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,536 | 0.00% | | | | | | | |
| March 2015 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,433 | 0.10% | | | | | | | |
| March 2015 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 90 | 94 | 95.74% | 20.18% | -0.538098 | -1.32714 |
| March 2015 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 60 | 61 | 98.36% | 12.70% | -0.218303 | -1.132719 |
| March 2015 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 54 | 54 | 100.00% | 0.00% | | |
| March 2015 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2015 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 12 | 3 | 4.00 | 2.00 | 301 | 67 | 4.49 | 4.40 | -0.189761 | -1.115367 |
| March 2015 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 16 | 2 | 8.00 | 7.07 | 187 | 53 | 3.53 | 1.88 | 1.995393 | 0.213113 |
| March 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| March 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 13 | 13 | 100.00% | 0.00% | 197 | 211 | 93.36% | 24.89% | -0.932867 | -1.567143 |
| March 2015 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 340 | 340 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 1968.36 | 16,403 | 0.12 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7074.04 | 10,403 | 0.68 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 9042.40 | 16,403 | 0.55 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 267.00 | 2,225 | 0.12 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 444.75 | 2,225 | 0.20 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2156.98 | 3,479 | 0.62 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 6372.38 | 1,979 | 3.22 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8529.36 | 3,479 | 2.45 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 3496.80 | 5,640 | 0.62 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 4186.00 | 3,640 | 1.15 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 7682.80 | 5,640 | 1.36 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 661.51 | 797 | 0.83 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1145.54 | 1,397 | 0.82 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 1807.05 | 797 | 2.27 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1224.44 | 4,373 | 0.28 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4353.96 | 8,373 | 0.52 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 5578.40 | 4,373 | 1.28 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 37.56 | 626 | 0.06 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 744.32 | 2,326 | 0.32 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1212.42 | 726 | 1.67 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 1994.30 | 2,326 | 0.86 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1269.66 | 3,023 | 0.42 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 37708.72 | 2,023 | 18.64 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 38978.38 | 3,023 | 12.89 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 6872.34 | 4,874 | 1.41 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 13173.36 | 3,352 | 3.93 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 48945.33 | 5,481 | 8.93 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 17410.38 | 5,746 | 3.03 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 16566.50 | 850 | 19.49 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 1350.42 | 426 | 3.17 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 14697.27 | 3,983 | 3.69 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2471.67 | 2,841 | 0.87 | | | | | | | |
| March 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 3565.76 | 1,013 | 3.52 | | | | | | | |
| March 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 147 | 201 | 73.13% | | | | | | | |
| March 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 169 | 210 | 80.48% | | | | | | | |
| March 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 7 | 9 | 77.78% | | | | | | | |
| March 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 147 | 151 | 97.35% | | | | | | | |
| March 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 169 | 171 | 98.83% | | | | | | | |
| March 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 7 | 7 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 1:50 | 1 | 1:50 | | | | | | | |
| March 2015 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 39:07 | 25 | 1:34 | | | | | | | |
| March 2015 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 125 | 125 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 7 | 7 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 139 | 139 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 13 | 13 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 47 | 47 | 100.00% | | | | | | | |
| March 2015 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 3 | 3 | 100.00% | | | | | | | |
| February 2015 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 206 | 206 | 100.00% | | | | | | | |
| February 2015 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 164,658 | 164,658 | 100.00% | | | | | | | |
| February 2015 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,269 | 1,269 | 100.00% | | | | | | | |
| February 2015 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 451 | 451 | 100.00% | 0.00% | 5,927 | 5,959 | 99.46% | 7.31% | -1.504539 | -1.914695 |
| February 2015 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,269 | 1,269 | 100.00% | | | | | | | |
| February 2015 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,331,061 | 3,217,149 | 1.04 | | | | | | | |
| February 2015 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1268.17 | 6,552 | 0.19 | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 27,320 | 27,360 | 99.85% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 27,360 | 27,360 | 100.00% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 27,315 | 27,360 | 99.84% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 38,880 | 38,880 | 100.00% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 37,860 | 37,860 | 100.00% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 20,160 | 20,160 | 100.00% | | | | | | | |
| February 2015 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| February 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | 0.00% | | |
| February 2015 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 37 | 56 | 66.07% | 47.35% | -0.710285 | -1.431822 |
| February 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2:26 | 1 | 2:26 | 0:00 | 2:15 | 2 | 1:07 | 0:04 | -0.643345 | -0.608874 |
| February 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 0:11 | 1 | 0:11 | 0:00 | 6179:23 | 194 | 31:51 | 31:21 | -1.007727 | -1.612655 |
| February 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 3 | 0.00% | 0.00% | | |
| February 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 19 | 211 | 9.00% | 28.62% | -0.313834 | -1.190797 |
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 45 | 0.00% | | 3 | 214 | 1.40% | 11.76% | -0.727081 | -1.442034 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------|--------------|--|------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,218 | 0.00% | | 0 | 10,536 | 0.00% | | | |
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 97 | 0.00% | | 146 | 27,704 | 0.53% | 7.24% | -0.715615 | -1.435063 |
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 140 | 0.00% | | | |
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 199 | 0.50% | 7.07% | 3 | 234 | 1.28% | 11.25% | -0.718584 | -1.436868 |
| February 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 826 | 0.12% | 3.48% | 211 | 43,525 | 0.48% | 6.95% | -1.490907 | -1.906407 |
| February 2015 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,488 | 0.00% | | | | | | | -3 |
| February 2015 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 2 | 2,433 | 0.10% | 0.35% | | | | | | -2.696967 |
| February 2015 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,536 | 0.04% | | | | | | | |
| February 2015 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 2 | 2,433 | 0.10% | | | | | | | |
| February 2015 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 10 | 10 | 100.00% | 0.00% | 110 | 120 | 91.67% | 27.64% | -0.916057 | -1.556923 |
| February 2015 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 63 | 66 | 95.45% | 20.83% | -0.304034 | -1.18484 |
| February 2015 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 58 | 58 | 100.00% | 0.00% | | |
| February 2015 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 16 | 2 | 8.00 | 2.83 | 506 | 103 | 4.91 | 3.14 | 1.221227 | -0.257547 |
| February 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 16 | 17 | 94.12% | 23.53% | 231 | 245 | 94.29% | 23.21% | -0.37145 | -1.225826 |
| February 2015 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 240 | 240 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3665.16 | 20,362 | 0.18 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 7627.24 | 12,302 | 0.62 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 11292.40 | 20,362 | 0.55 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1093.06 | 3,526 | 0.31 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1165.39 | 3,526 | 0.33 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 294.32 | 1,132 | 0.26 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4202.88 | 1,056 | 3.98 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4497.20 | 1,132 | 3.97 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2228.48 | 3,482 | 0.64 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 6175.06 | 2,182 | 2.83 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 8403.54 | 3,482 | 2.41 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5134.50 | 8,150 | 0.63 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 4968.00 | 4,320 | 1.15 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 10102.50 | 8,150 | 1.24 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 587.40 | 660 | 0.89 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 362.45 | 576 | 0.63 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 949.85 | 660 | 1.44 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1582.86 | 5,106 | 0.31 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4595.40 | 10,212 | 0.45 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6178.26 | 5,106 | 1.21 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 49.86 | 831 | 0.06 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1001.70 | 2,862 | 0.35 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1047.06 | 831 | 1.26 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2098.62 | 2,862 | 0.73 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1605.20 | 4,013 | 0.40 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 43016.63 | 2,329 | 18.47 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 44621.83 | 4,013 | 11.12 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 10598.40 | 6,729 | 1.58 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 18251.54 | 4,621 | 3.95 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 50475.20 | 5,893 | 8.57 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 26950.59 | 7,526 | 3.58 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 18633.37 | 959 | 19.43 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6099.72 | 1,589 | 3.84 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 19416.72 | 5,404 | 3.59 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2307.10 | 3,482 | 0.66 | | | | | | | |
| February 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 6211.16 | 1,716 | 3.62 | | | | | | | |
| February 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 135 | 177 | 76.27% | | | | | | | |
| February 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 154 | 205 | 75.12% | | | | | | | |
| February 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 11 | 90.91% | | | | | | | |
| February 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 135 | 138 | 97.83% | | | | | | | |
| February 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 154 | 165 | 93.33% | | | | | | | |
| February 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 49:02 | 17 | 2.53 | | | | | | | |
| February 2015 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 123 | 123 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 10 | 10 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| February 2015 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 127 | 127 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 18 | 18 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 39 | 39 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| February 2015 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 5 | 5 | 100.00% | | | | | | | |
| January 2015 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 274 | 274 | 100.00% | | | | | | | |
| January 2015 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 165,460 | 165,460 | 100.00% | | | | | | | |
| January 2015 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,516 | 1,516 | 100.00% | | | | | | | |
| January 2015 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 304 | 309 | 98.38% | 12.62% | 4,970 | 5,032 | 98.77% | 11.03% | 0.396203 | -0.759125 |
| January 2015 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,251 | 1,251 | 100.00% | | | | | | | |
| January 2015 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,264,971 | 3,112,976 | 1.05 | | | | | | | |
| January 2015 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1235.77 | 6,409 | 0.19 | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,420 | 30,420 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,140 | 43,140 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 41,925 | 41,925 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,500 | 22,500 | 100.00% | | | | | | | |
| January 2015 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| January 2015 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 5 | 6 | 83.33% | 37.27% | -0.210428 | -1.127931 |
| January 2015 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 32 | 56 | 57.14% | 49.49% | 0.154529 | -0.906053 |
| January 2015 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 4:18 | 1 | 4:18 | 0:00 | 3713:22 | 93 | 39:56 | 55:20 | -0.640455 | -1.389369 |
| January 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 15:18 | 3 | 5:06 | 4:59 | 20:02 | 6 | 3:20 | 0:29 | 1.446632 | -0.12051 |
| January 2015 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 8:27 | 2 | 4:13 | 2:31 | 9338:04 | 253 | 36:55 | 51:38 | -0.891605 | -1.542057 |
| January 2015 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 5 | 97 | 5.15% | 22.11% | -0.231934 | -1.141006 |
| January 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 3 | 0.00% | 0.00% | 0 | 6 | 0.00% | 0.00% | | |
| January 2015 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 24 | 279 | 8.60% | 28.04% | -0.432314 | -1.262828 |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 45 | 0.00% | | 6 | 215 | 2.79% | 16.47% | -1.033573 | -1.628368 |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,242 | 0.00% | | 1 | 10,968 | 0.01% | 0.95% | -0.676269 | -1.411142 |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 98 | 1.02% | 10.05% | 214 | 27,973 | 0.77% | 8.71% | -0.075002 | -1.045598 |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 141 | 0.00% | | | |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 201 | 1.49% | 12.13% | 6 | 235 | 2.55% | 15.77% | -0.699902 | -1.42551 |
| January 2015 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 854 | 0.23% | 4.83% | 279 | 43,809 | 0.64% | 7.95% | -1.465027 | -1.890673 |
| January 2015 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 79 | 97 | 81.44% | 38.88% | -0.474893 | -1.288714 |
| January 2015 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 1 | 1,536 | 0.06% | 0.17% | | | | | | -2.805 |
| January 2015 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.01% | | | | | | -2.997928 |
| January 2015 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 1 | 1,536 | 0.06% | | | | | | | |
| January 2015 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | |
| January 2015 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 112 | 117 | 95.73% | 20.23% | -0.361359 | -1.219691 |
| January 2015 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 6 | 6 | 100.00% | 0.00% | 53 | 56 | 94.64% | 22.52% | -0.553856 | -1.33672 |
| January 2015 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 57 | 57 | 100.00% | 0.00% | | |
| January 2015 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 0 | 2 | 0.00% | | | | | | | |
| January 2015 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 11 | 2 | 5.50 | 4.95 | 496 | 85 | 5.84 | 6.50 | -0.0721 | -1.043834 |
| January 2015 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 15 | 3 | 5.00 | 1.73 | 135 | 43 | 3.14 | 1.70 | 1.453806 | -0.116148 |
| January 2015 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |
| January 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 12 | 12 | 100.00% | 0.00% | 217 | 230 | 94.35% | 23.09% | -0.826587 | -1.502529 |
| January 2015 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 215 | 226 | 95.13% | 21.52% | -0.318478 | -1.193621 |
| January 2015 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 139 | 139 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 3886.34 | 25,437 | 0.15 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10800.68 | 15,787 | 0.68 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 14687.02 | 25,437 | 0.58 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1331.61 | 4,655 | 0.29 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1453.83 | 4,655 | 0.31 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 374.62 | 1,355 | 0.28 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5150.62 | 1,355 | 3.80 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2133.14 | 3,746 | 0.57 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 10742.00 | 2,368 | 4.54 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 12875.14 | 3,746 | 3.44 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|--|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5296.08 | 9,318 | 0.57 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 11782.08 | 9,318 | 1.26 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1273.29 | 1,651 | 0.77 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 566.43 | 704 | 0.80 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 1839.72 | 1,651 | 1.11 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1856.93 | 6,749 | 0.28 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 3875.19 | 11,674 | 0.33 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 5732.12 | 6,749 | 0.85 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 72.72 | 1,001 | 0.07 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1010.69 | 3,138 | 0.32 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1238.87 | 1,001 | 1.24 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2322.28 | 3,138 | 0.74 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1592.75 | 4,511 | 0.35 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 61210.50 | 3,139 | 19.50 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 62803.25 | 4,511 | 13.92 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 13467.28 | 7,502 | 1.80 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 21548.35 | 5,165 | 4.17 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 58928.01 | 6,528 | 9.03 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 30816.87 | 8,380 | 3.68 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 20939.90 | 1,070 | 19.57 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 7068.80 | 1,792 | 3.94 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 23791.41 | 6,051 | 3.93 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2373.30 | 3,838 | 0.62 | | | | | | | |
| January 2015 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 7283.59 | 1,949 | 3.74 | | | | | | | |
| January 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 160 | 209 | 76.56% | | | | | | | |
| January 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 220 | 257 | 85.60% | | | | | | | |
| January 2015 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 160 | 163 | 98.16% | | | | | | | |
| January 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 220 | 224 | 98.21% | | | | | | | |
| January 2015 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 16:28 | 19 | 0:52 | | | | | | | |
| January 2015 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 166 | 166 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 155 | 155 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 12 | 12 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 47 | 47 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| January 2015 | Pre-Ordering | PO-9B | Unbundled Loops | Unbundled Loops and Number Portability | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 7 | 14.29% | 34.99% | -0.76471 | -1.46491 |
| December 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 237 | 237 | 100.00% | | | | | | | |
| December 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 163,935 | 163,935 | 100.00% | | | | | | | |
| December 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,286 | 1,286 | 100.00% | | | | | | | |
| December 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 376 | 378 | 99.47% | 7.25% | 5,306 | 5,357 | 99.05% | 9.71% | -0.818382 | -1.497541 |
| December 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,286 | 1,286 | 100.00% | | | | | | | |
| December 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,594,360 | 3,453,042 | 1.04 | | | | | | | |
| December 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1271.46 | 6,553 | 0.19 | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |
| December 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| December 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| December 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| December 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 0:07 | 1 | 0:07 | | | | | | | |
| December 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4:06 | 2 | 2:03 | 0:25 | 29:13 | 2 | 14:36 | 14:32 | -0.864241 | -1.525421 |
| December 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| December 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 1 | 2 | 50.00% | 50.00% | 0 | -1 |
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 45 | 0.00% | | 2 | 216 | 0.93% | 9.58% | -0.589958 | -1.358669 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------|--------------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,242 | 0.01% | 1.04% | 0 | 11,064 | 0.00% | | | |
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 0 | 112 | 0.00% | | 329 | 28,247 | 1.16% | 10.73% | -1.146583 | -1.697073 |
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 69 | 0.00% | | 0 | 140 | 0.00% | | | |
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 202 | 0.99% | 9.90% | 2 | 236 | 0.85% | 9.17% | -0.326171 | -1.198298 |
| December 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 0 | 855 | 0.00% | | 423 | 44,164 | 0.96% | 9.74% | -2.848034 | -2.731482 |
| December 2014 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,536 | 0.01% | 0.06% | | | | | | |
| December 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc wi TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.01% | 0.07% | | | | | | -2.978101 |
| December 2014 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,536 | 0.01% | | | | | | | |
| December 2014 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.01% | | | | | | | |
| December 2014 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00 | 0.00 | 6,405 | 42 | 152.50 | 293.80 | -0.717188 | -1.436602 |
| December 2014 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 7 | 42 | 16.67% | 37.27% | -0.617914 | -1.375665 |
| December 2014 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 146 | 158 | 92.41% | 26.49% | 0.264653 | -0.839102 |
| December 2014 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 9 | 9 | 100.00% | 0.00% | 76 | 76 | 100.00% | 0.00% | | |
| December 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 81 | 81 | 100.00% | 0.00% | | |
| December 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| December 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| December 2014 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 17 | 3 | 5.67 | 2.52 | 569 | 111 | 5.13 | 3.59 | 0.473299 | -0.712255 |
| December 2014 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 15 | 3 | 5.00 | 0.00 | 211 | 62 | 3.40 | 1.72 | 1.334622 | -0.188607 |
| December 2014 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Enhanced Extended Loops - DS1 Capable | Benchmark | 6.00 | 6 | 2 | 3.00 | | | | | | | |
| December 2014 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 15 | 3 | 5.00 | | | | | | | |
| December 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 17 | 18 | 94.44% | 22.91% | 299 | 316 | 94.62% | 22.56% | -0.360956 | -1.219446 |
| December 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 271 | 288 | 94.10% | 23.57% | -0.431569 | -1.262375 |
| December 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 388 | 388 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 5087.64 | 32,180 | 0.16 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 11823.60 | 18,256 | 0.65 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 16911.24 | 32,180 | 0.53 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1725.19 | 6,060 | 0.28 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1867.81 | 6,060 | 0.31 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 686.53 | 2,353 | 0.29 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5462.53 | 2,353 | 2.32 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2788.63 | 4,927 | 0.57 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 12492.16 | 2,647 | 4.72 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 15280.79 | 4,927 | 3.10 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 6728.37 | 11,820 | 0.57 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 13214.37 | 11,820 | 1.12 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1830.39 | 2,344 | 0.78 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 639.13 | 800 | 0.80 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2469.52 | 2,344 | 1.05 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 2238.94 | 7,811 | 0.29 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4557.09 | 12,594 | 0.36 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6796.03 | 7,811 | 0.87 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 82.15 | 1,111 | 0.07 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1367.85 | 4,269 | 0.32 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1374.01 | 1,112 | 1.24 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2824.01 | 4,269 | 0.66 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 2077.69 | 5,756 | 0.36 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 68068.80 | 3,480 | 19.56 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 70146.49 | 5,756 | 12.19 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 12743.24 | 7,240 | 1.76 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 19385.63 | 5,002 | 3.88 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 60353.58 | 6,342 | 9.52 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 29881.76 | 8,096 | 3.69 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 20137.15 | 1,045 | 19.27 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 7098.72 | 1,679 | 4.23 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 22593.24 | 5,798 | 3.90 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2323.36 | 3,775 | 0.62 | | | | | | | |
| December 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 7289.89 | 1,842 | 3.96 | | | | | | | |
| December 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 166 | 216 | 76.85% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|-----------|---|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| December 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 177 | 236 | 75.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 8 | 50.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 166 | 169 | 98.22% | | | | | | | |
| December 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 177 | 180 | 98.33% | | | | | | | |
| December 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 4 | 4 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 19:08 | 12 | 1:36 | | | | | | | |
| December 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 128 | 128 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 3 | 3 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 159 | 159 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 21 | 21 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 8 | 8 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 47 | 47 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| December 2014 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 22 | 0.00% | 0.00% | | |
| November 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 222 | 222 | 100.00% | | | | | | | |
| November 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 164,110 | 164,274 | 99.90% | | | | | | | |
| November 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,361 | 1,361 | 100.00% | | | | | | | |
| November 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 450 | 450 | 100.00% | 0.00% | 5,806 | 5,830 | 99.59% | 6.40% | -1.314098 | -1.798915 |
| November 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,361 | 1,361 | 100.00% | | | | | | | |
| November 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,352,486 | 3,214,173 | 1.04 | | | | | | | |
| November 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1295.22 | 6,971 | 0.19 | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,800 | 28,800 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,220 | 41,220 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,005 | 40,005 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 20,700 | 20,700 | 100.00% | | | | | | | |
| November 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| November 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| November 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| November 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| November 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 24:01 | 1 | 24:01 | 0:00 | 5539:59 | 147 | 37:41 | 73:55 | -0.184325 | -1.112062 |
| November 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 3:17 | 2 | 1:38 | 0:05 | | | | | | |
| November 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 3:38 | 1 | 3:38 | 0:00 | 0:03 | 1 | 0:03 | 0:00 | | |
| November 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3:22 | 2 | 1:41 | 0:20 | | | | | | |
| November 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 168:50 | 1 | 168:50 | 0:00 | 10848:24 | 332 | 32:41 | 57:56 | 2.326348 | 0.414319 |
| November 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 34 | 152 | 22.37% | 41.67% | -0.535026 | -1.325272 |
| November 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | | | | | | |
| November 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00% | | |
| November 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% | | | | | | |
| November 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 63 | 353 | 17.85% | 38.29% | -0.465433 | -1.282963 |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 2 | 42 | 4.76% | 21.30% | 0 | 218 | 0.00% | | 1.950274 | 0.185682 |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,242 | 0.01% | 1.04% | 1 | 10,584 | 0.01% | 0.97% | 0.099145 | -0.939724 |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 138 | 0.72% | 8.48% | 267 | 28,472 | 0.94% | 9.64% | -0.259134 | -1.157542 |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 70 | 0.00% | | 0 | 139 | 0.00% | | | |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 203 | 0.99% | 9.88% | 0 | 240 | 0.00% | | 0.80843 | -0.50851 |
| November 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 860 | 0.12% | 3.41% | 353 | 44,501 | 0.79% | 8.87% | -2.216581 | -2.347586 |
| November 2014 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 123 | 152 | 80.92% | 39.29% | -0.483975 | -1.294236 |
| November 2014 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,536 | 0.03% | 0.14% | | | | | | -2.910938 |
| November 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,433 | 0.00% | 0.00% | | | | | | -3 |
| November 2014 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,536 | 0.03% | | | | | | | |
| November 2014 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,433 | 0.00% | | | | | | | |
| November 2014 | Ordering and Provisioning | OP-15A | Interval for Pending Orders Delayed Past Due Date | Residence | Parity | N/A | 9 | 1 | 9.00 | 0.00 | 4,711 | 39 | 120.79 | 165.57 | -0.666716 | -1.405335 |
| November 2014 | Ordering and Provisioning | OP-15B-RD | Pending Orders Delayed for Facilities | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 9 | 39 | 23.08% | 42.13% | -0.540833 | -1.328803 |
| November 2014 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 105 | 111 | 94.59% | 22.61% | -0.522876 | -1.317886 |
| November 2014 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 60 | 61 | 98.36% | 12.70% | -0.250128 | -1.152067 |
| November 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 70 | 70 | 100.00% | 0.00% | | |
| November 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| November 2014 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 11 | 1 | 11.00 | 0.00 | 531 | 86 | 6.17 | 4.66 | 0.827418 | -0.496965 |
| November 2014 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 10 | 2 | 5.00 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|---------------|---------------------------------|--------------|--|---------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| November 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 16 | 16 | 100.00% | 0.00% | 229 | 243 | 94.24% | 23.30% | -0.957987 | -1.582415 |
| November 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 211 | 222 | 95.05% | 21.70% | -0.321457 | -1.195432 |
| November 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 265 | 265 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 4598.76 | 24,204 | 0.19 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10423.35 | 16,545 | 0.63 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 15022.11 | 24,204 | 0.62 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1656.64 | 5,177 | 0.32 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1818.99 | 5,177 | 0.35 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 721.38 | 2,186 | 0.33 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 114.53 | 881 | 0.13 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 835.91 | 2,186 | 0.38 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2850.76 | 4,598 | 0.62 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 21341.12 | 3,923 | 5.44 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 24191.88 | 4,598 | 5.26 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 6665.62 | 10,751 | 0.62 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 13151.62 | 10,751 | 1.22 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1479.00 | 1,740 | 0.85 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 897.93 | 907 | 0.99 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2376.93 | 1,740 | 1.37 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 2279.02 | 6,703 | 0.34 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4378.36 | 11,522 | 0.38 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6657.38 | 6,703 | 0.99 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 74.80 | 935 | 0.08 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1423.76 | 3,848 | 0.37 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1165.00 | 932 | 1.25 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2663.56 | 3,848 | 0.69 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1882.44 | 4,482 | 0.42 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 54514.83 | 2,829 | 19.27 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 56397.27 | 4,482 | 12.58 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 12676.90 | 7,457 | 1.70 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 16121.16 | 4,071 | 3.96 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 56435.78 | 5,891 | 9.58 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 29559.30 | 7,989 | 3.70 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 20889.00 | 1,055 | 19.80 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6674.08 | 1,652 | 4.04 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 20787.36 | 5,588 | 3.72 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2017.27 | 3,307 | 0.61 | | | | | | | |
| November 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 7030.26 | 1,662 | 4.23 | | | | | | | |
| November 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 192 | 234 | 82.05% | | | | | | | |
| November 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 167 | 237 | 70.46% | | | | | | | |
| November 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 13 | 76.92% | | | | | | | |
| November 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 192 | 195 | 98.46% | | | | | | | |
| November 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 167 | 170 | 98.24% | | | | | | | |
| November 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 10:33 | 12 | 0.53 | | | | | | | |
| November 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 105 | 105 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 10 | 10 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 181 | 181 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 28 | 28 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| November 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 37 | 37 | 100.00% | | | | | | | |
| October 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 277 | 277 | 100.00% | | | | | | | |
| October 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 166,343 | 166,510 | 99.90% | | | | | | | |
| October 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,756 | 1,756 | 100.00% | | | | | | | |
| October 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 400 | 401 | 99.75% | 4.99% | 6,287 | 6,389 | 98.40% | 12.53% | -2.08771 | -2.269238 |
| October 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,477 | 1,477 | 100.00% | | | | | | | |
| October 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,748,205 | 3,589,022 | 1.04 | | | | | | | |
| October 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1620.47 | 8,685 | 0.19 | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 29,160 | 29,160 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|--------------|---------------------------------|--------------|--|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| October 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 29,160 | 29,160 | 100.00% | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 43,200 | 43,200 | 100.00% | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 42,180 | 42,180 | 100.00% | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,860 | 22,860 | 100.00% | | | | | | | |
| October 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| October 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/ 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| October 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 24 hours | Business | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 49 | 84 | 58.33% | 49.30% | -1.181249 | -1.718148 |
| October 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/ MSA | Residence | Parity | N/A | 43:23 | 1 | 43:23 | 0:00 | 9526:06 | 202 | 47:10 | 52:52 | -0.071234 | -1.043307 |
| October 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 4:37 | 1 | 4:37 | 0:00 | | | | | | |
| October 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 3:09 | 1 | 3:09 | 0:00 | 20758:07 | 469 | 44:16 | 86:24 | -0.475281 | -1.28895 |
| October 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/ MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 33 | 210 | 15.71% | 36.39% | -0.430763 | -1.261886 |
| October 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% | | | | | | |
| October 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 67 | 501 | 13.37% | 34.04% | -0.392518 | -1.238634 |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 42 | 0.00% | | 2 | 221 | 0.90% | 9.47% | -0.567722 | -1.345151 |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,266 | 0.00% | | 0 | 10,584 | 0.00% | | | |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 1 | 158 | 0.63% | 7.93% | 407 | 28,842 | 1.41% | 11.80% | -0.827083 | -1.502831 |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 1 | 70 | 1.43% | 11.87% | 0 | 111 | 0.00% | 0.287825 | -0.825015 | |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 205 | 0.00% | | 2 | 242 | 0.83% | 9.05% | -0.961701 | -1.584673 |
| October 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 868 | 0.12% | 3.39% | 501 | 45,018 | 1.11% | 10.49% | -2.775293 | -2.687258 |
| October 2014 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/ MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 162 | 210 | 77.14% | 41.99% | -0.54304 | -1.330145 |
| October 2014 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,560 | 0.02% | 0.11% | | | | | | |
| October 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| October 2014 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,560 | 0.02% | | | | | | | |
| October 2014 | Network Performance | NI-1D | Trunk Blockage to CTL-Q End Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 2,493 | 0.00% | | | | | | | |
| October 2014 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 10 | 10 | 100.00% | 0.00% | 133 | 142 | 93.66% | 24.36% | -0.795093 | -1.483382 |
| October 2014 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 79 | 81 | 97.53% | 15.52% | -0.310645 | -1.188859 |
| October 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 14 | 14 | 100.00% | 0.00% | 88 | 88 | 100.00% | 0.00% | | |
| October 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| October 2014 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 64 | 9 | 7.11 | 3.33 | 561 | 102 | 5.50 | 6.45 | 1.135896 | -0.309424 |
| October 2014 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 6 | 1 | 6.00 | 0.00 | 267 | 64 | 4.17 | 5.65 | 1.112321 | -0.323757 |
| October 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | | | | | | |
| October 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 27 | 28 | 96.43% | 18.56% | 294 | 314 | 93.63% | 24.42% | -0.580924 | -1.353177 |
| October 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 219 | 219 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 381.52 | 2,254 | 0.17 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 1198.25 | 1,784 | 0.67 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 1579.77 | 2,254 | 0.70 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 133.42 | 428 | 0.31 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 151.19 | 428 | 0.35 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4920.00 | 1,200 | 4.10 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 183.55 | 292 | 0.63 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 1993.32 | 290 | 6.87 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 2176.87 | 292 | 7.46 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 537.35 | 860 | 0.62 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 7023.35 | 860 | 8.17 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 82.29 | 96 | 0.86 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 79.12 | 96 | 0.82 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 161.41 | 96 | 1.68 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 220.79 | 715 | 0.31 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 526.15 | 1,428 | 0.37 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 746.94 | 715 | 1.04 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 8.52 | 120 | 0.07 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 73.57 | 213 | 0.35 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 149.81 | 120 | 1.25 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 231.90 | 213 | 1.09 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 161.73 | 416 | 0.39 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 7941.44 | 416 | 19.09 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------------|--------------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| October 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 8103.17 | 416 | 19.48 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 8533.53 | 4,625 | 1.85 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 13741.81 | 3,219 | 4.27 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 45563.56 | 4,024 | 11.32 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 19017.53 | 5,177 | 3.67 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 13245.90 | 670 | 19.77 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 4461.34 | 1,088 | 4.10 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 15159.29 | 3,732 | 4.06 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 1505.55 | 2,369 | 0.64 | | | | | | | |
| October 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 5825.53 | 1,219 | 4.78 | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 210 | 264 | 79.55% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 199 | 272 | 73.16% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 16 | 81.25% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 210 | 213 | 98.59% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 199 | 207 | 96.14% | | | | | | | |
| October 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 13 | 13 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 22:12 | 2 | 11:06 | | | | | | | |
| October 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 53:22 | 22 | 2:26 | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 139 | 139 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Benchmark | 95.00% | 13 | 13 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 200 | 200 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 48 | 48 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| October 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 7 | 7 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 203 | 203 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 169,065 | 169,065 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,482 | 1,482 | 100.00% | | | | | | | |
| September 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 455 | 455 | 100.00% | 0.00% | 6,030 | 6,066 | 99.41% | 7.68% | -1.589617 | -1.966418 |
| September 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,482 | 1,482 | 100.00% | | | | | | | |
| September 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,043,868 | 2,906,752 | 1.05 | | | | | | | |
| September 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1336.71 | 7,237 | 0.18 | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 26,397 | 26,760 | 98.64% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 29,520 | 29,520 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 26,397 | 26,760 | 98.64% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,760 | 41,760 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 36,705 | 36,705 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,960 | 21,960 | 100.00% | | | | | | | |
| September 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| September 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -0.430727 | -1.261864 |
| September 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 2 | 50.00% | 50.00% | -1 | -1.607957 |
| September 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 5 | 6 | 83.33% | 37.27% | 62 | 105 | 59.05% | 49.17% | -1.176573 | -1.715306 |
| September 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 23:05 | 1 | 23:05 | 0:00 | 10661:07 | 196 | 54:24 | 54:08 | -0.57692 | -1.350743 |
| September 2014 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 66:34 | 1 | 66:34 | 0:00 | 8092:25 | 195 | 41:30 | 40:34 | 0.709523 | -0.568641 |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 8:58 | 1 | 8:58 | 0:00 | 5:46 | 1 | 5:46 | 0:00 | | |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 5:32 | 2 | 2:46 | 1:01 | 5:46 | 1 | 5:46 | 0:00 | | |
| September 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 0:06 | 1 | 0:06 | 0:00 | 22946:09 | 507 | 45:16 | 47:51 | -0.942796 | -1.573179 |
| September 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 36 | 212 | 16.98% | 37.55% | -0.451204 | -1.274313 |
| September 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 38 | 189 | 20.11% | 40.08% | -0.500331 | -1.30418 |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | 0.00% | | |
| September 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 91 | 541 | 16.82% | 37.41% | -0.449276 | -1.273141 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 1 | 42 | 2.38% | 15.25% | 2 | 227 | 0.88% | 9.35% | 0.252515 | -0.846482 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 0 | 9,362 | 0.00% | | 0 | 11,136 | 0.00% | | | |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 151 | 1.32% | 11.43% | 426 | 29,163 | 1.46% | 12.00% | -0.139192 | -1.084623 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 70 | 0.00% | | 0 | 116 | 0.00% | | | |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 2 | 212 | 0.94% | 9.67% | 2 | 248 | 0.81% | 8.94% | -0.324728 | -1.197421 |
| September 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 1 | 873 | 0.11% | 3.38% | 541 | 45,439 | 1.19% | 10.85% | -2.903539 | -2.765227 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------|--------------|--|---------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| September 2014 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/1 MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 156 | 203 | 76.85% | 42.18% | -0.547545 | -1.332884 |
| September 2014 | Maintenance and Repair | MR-9B | Repair Appointments Met-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 168 | 198 | 84.85% | 35.86% | -0.421514 | -1.256262 |
| September 2014 | Network Performance | NI-1A | Trunk Blockage to CTL-Q Tandem Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,560 | 0.00% | 0.01% | | | | | | -2.996308 |
| September 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.00% | 0.00% | | | | | | -3 |
| September 2014 | Network Performance | NI-1C | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl | LIS Trunk | Diagnostic | N/A | 0 | 1,560 | 0.00% | | | | | | | |
| September 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% | | | | | | | |
| September 2014 | Ordering and Provisioning | OP-3A | Dispatches within MSAs | Residence | Parity | N/A | 4 | 4 | 100.00% | 0.00% | 165 | 171 | 96.49% | 18.40% | -0.377001 | -1.2292 |
| September 2014 | Ordering and Provisioning | OP-3B | Dispatches outside MSAs | Residence | Parity | N/A | 7 | 7 | 100.00% | 0.00% | 88 | 95 | 92.63% | 26.13% | -0.720142 | -1.437816 |
| September 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 13 | 13 | 100.00% | 0.00% | 66 | 66 | 100.00% | 0.00% | | |
| September 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| September 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| September 2014 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 14 | 2 | 7.00 | 1.41 | 432 | 116 | 3.72 | 2.20 | 1.625763 | -0.011606 |
| September 2014 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 14 | 3 | 4.67 | 2.08 | 194 | 63 | 3.08 | 1.57 | 1.644854 | 0 |
| September 2014 | Ordering and Provisioning | OP-4E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 6.00 | 25 | 5 | 5.00 | | | | | | | |
| September 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 23 | 24 | 95.83% | 19.98% | 306 | 332 | 92.17% | 26.87% | -0.645318 | -1.392326 |
| September 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| September 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 302 | 324 | 93.21% | 25.16% | -0.598918 | -1.364116 |
| September 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 278 | 278 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2948.16 | 18,426 | 0.16 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 11078.40 | 17,310 | 0.64 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 14026.56 | 18,426 | 0.76 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1715.01 | 5,197 | 0.33 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1898.49 | 5,197 | 0.37 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 144.00 | 1,200 | 0.12 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4051.64 | 1,018 | 3.98 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4195.64 | 1,200 | 3.50 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2757.48 | 4,178 | 0.66 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 39865.20 | 4,170 | 9.56 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 42622.68 | 4,178 | 10.20 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5727.16 | 8,548 | 0.67 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 12213.16 | 8,548 | 1.43 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1155.52 | 1,256 | 0.92 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1356.48 | 1,256 | 1.08 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2512.00 | 1,256 | 2.00 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1847.40 | 6,158 | 0.30 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 3631.20 | 12,104 | 0.30 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 5478.60 | 6,158 | 0.89 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 97.76 | 1,222 | 0.08 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 798.70 | 2,282 | 0.35 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1528.75 | 1,223 | 1.25 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2425.21 | 2,282 | 1.06 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1334.94 | 3,513 | 0.38 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 67669.32 | 3,508 | 19.29 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 69004.26 | 3,513 | 19.64 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 12435.50 | 7,106 | 1.75 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 18937.21 | 5,077 | 3.73 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 74818.82 | 6,163 | 12.14 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 29833.43 | 8,129 | 3.67 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 20061.03 | 1,023 | 19.61 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6664.61 | 1,608 | 4.14 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 22313.04 | 5,736 | 3.89 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2330.37 | 3,699 | 0.63 | | | | | | | |
| September 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 8281.88 | 1,780 | 4.65 | | | | | | | |
| September 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 224 | 283 | 79.15% | | | | | | | |
| September 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 217 | 283 | 76.68% | | | | | | | |
| September 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 2 | 50.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 224 | 226 | 99.12% | | | | | | | |
| September 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 217 | 219 | 99.09% | | | | | | | |
| September 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------------|---------------------------------|-----------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| September 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 86:18 | 6 | 14:23 | | | | | | | |
| September 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 26:51 | 16 | 1:41 | | | | | | | |
| September 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 152 | 152 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 1 | 1 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 217 | 217 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 33 | 33 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| September 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 1 | 1 | 100.00% | | | | | | | |
| 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% | -1.440165 | -1.875558 |
| 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-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 1 | 2 | 50.00% | 50.00% | 28 | 177 | 15.82% | 36.49% | 0.528612 | -0.678627 |
| August 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 42 | 217 | 19.35% | 39.51% | 0.851493 | -0.482329 |
| August 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| August 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 1 | 7 | 14.29% | 34.99% | -0.509175 | -1.309556 |
| August 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 4 | 0.00% | 0.00% | 86 | 528 | 16.29% | 36.93% | -0.878879 | -1.534321 |
| 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 w/ 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 w/ 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 | -1.269645 |
| August 2014 | Ordering and Provisioning | OP-3C | No dispatches | Residence | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 54 | 54 | 100.00% | 0.00% | | |
| August 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| August 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2014 | Ordering and Provisioning | OP-3E | Interval Zone 2 Areas | Unbundled Loop Analog | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| August 2014 | Ordering and Provisioning | OP-4A | Dispatches within MSAs | Residence | Parity | N/A | 17 | 3 | 5.67 | 4.62 | 362 | 104 | 3.48 | 1.64 | 1.616436 | -0.017276 |
| August 2014 | Ordering and Provisioning | OP-4B | Dispatches outside MSAs | Residence | Parity | N/A | 4 | 1 | 4.00 | 0.00 | 159 | 53 | 3.00 | 2.26 | 0.715986 | -0.564711 |
| August 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | LIS Trunk | Parity | N/A | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| August 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Residence | Parity | N/A | 17 | 19 | 89.47% | 30.69% | 256 | 271 | 94.46% | 22.87% | 0.502105 | -0.694742 |
| August 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| August 2014 | Ordering and Provisioning | OP-5A | New Service Installation Quality | Unbundled Loop Analog | Parity | N/A | 5 | 5 | 100.00% | 0.00% | 261 | 278 | 93.88% | 23.96% | -0.565612 | -1.343868 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-------------|---------------------------------|--------------|--|---------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| August 2014 | Ordering and Provisioning | OP-8C | Number Portability Timeliness without Loop Coord | LNP | Benchmark | 95.00% | 268 | 268 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2572.92 | 18,378 | 0.14 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 11621.82 | 17,346 | 0.67 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 14194.74 | 18,378 | 0.77 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1430.80 | 5,110 | 0.28 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1568.32 | 5,110 | 0.31 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 156.00 | 1,300 | 0.12 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 4932.00 | 1,300 | 3.79 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2519.30 | 4,130 | 0.61 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 22922.64 | 4,108 | 5.58 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 25441.94 | 4,130 | 6.16 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5317.80 | 8,863 | 0.60 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6256.00 | 5,440 | 1.15 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 11573.80 | 8,863 | 1.31 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1026.60 | 1,180 | 0.87 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 1900.74 | 1,203 | 1.58 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2927.34 | 1,180 | 2.48 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1627.56 | 6,028 | 0.27 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 5210.74 | 12,118 | 0.43 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6838.30 | 6,028 | 1.13 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 51.50 | 1,030 | 0.05 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 687.90 | 2,293 | 0.30 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1300.36 | 1,102 | 1.18 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2039.76 | 2,293 | 0.89 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1309.80 | 3,540 | 0.37 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 65259.16 | 3,539 | 18.44 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 66568.96 | 3,540 | 18.80 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 14378.86 | 7,499 | 1.92 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 19283.39 | 5,158 | 3.74 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 75455.47 | 6,528 | 11.56 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 31541.27 | 8,394 | 3.76 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 21448.06 | 1,109 | 19.34 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6929.84 | 1,766 | 3.92 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 22540.00 | 5,635 | 4.00 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2405.39 | 3,890 | 0.62 | | | | | | | |
| August 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 8638.02 | 1,940 | 4.45 | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 218 | 278 | 78.42% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 192 | 270 | 71.11% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 9 | 12 | 75.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 218 | 222 | 98.20% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 192 | 200 | 96.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 9 | 9 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 39:41 | 3 | 13:14 | | | | | | | |
| August 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 44:05 | 28 | 1:34 | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 127 | 127 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELs | Benchmark | 95.00% | 8 | 8 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 206 | 206 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELs | Benchmark | 90.00% | 5 | 5 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| August 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 182 | 182 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 161,381 | 161,381 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,474 | 1,474 | 100.00% | | | | | | | |
| July 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 402 | 406 | 99.01% | 9.88% | 5,521 | 5,589 | 98.78% | 10.96% | -0.410744 | -1.249714 |
| July 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,474 | 1,474 | 100.00% | | | | | | | |
| July 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 4,646,939 | 4,390,757 | 1.06 | | | | | | | |
| July 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1402.03 | 7,669 | 0.18 | | | | | | | |
| July 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 30,600 | 30,600 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|--------------|---|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| July 2014 | 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/ 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/ 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 4 | 4 | 100.00% | 0.00% | 0.841621 | -0.488331 |
| July 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/ 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/ 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/ 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/ 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 w/ 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 w/ 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-1-IMA GUI | Pre-Order Response Times (Address Validation) | REQUEST | Diagnostic | N/A | 2495.36 | 17,824 | 0.14 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10873.17 | 17,259 | 0.63 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 13368.53 | 17,824 | 0.75 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1463.84 | 5,228 | 0.28 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1602.65 | 5,228 | 0.31 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 401.94 | 1,386 | 0.29 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 4776.00 | 1,200 | 3.98 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 5177.94 | 1,386 | 3.74 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2426.06 | 3,913 | 0.62 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 27905.74 | 4,021 | 6.94 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 30331.80 | 3,913 | 7.75 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 5462.73 | 8,671 | 0.63 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 11948.73 | 8,671 | 1.38 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1176.58 | 1,322 | 0.89 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 941.25 | 1,255 | 0.75 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2117.83 | 1,322 | 1.60 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|--------------|--|------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1668.24 | 5,958 | 0.28 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4113.78 | 12,466 | 0.33 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 5782.02 | 5,958 | 0.97 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 46.24 | 1,156 | 0.04 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 660.61 | 2,131 | 0.31 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1482.08 | 1,256 | 1.18 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2188.93 | 2,131 | 1.03 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1143.45 | 3,267 | 0.35 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 69328.16 | 3,581 | 19.36 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 70471.61 | 3,267 | 21.57 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 13276.56 | 7,470 | 1.78 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 21496.01 | 5,150 | 4.17 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 71518.47 | 6,526 | 10.96 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 30477.51 | 8,356 | 3.65 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 20359.71 | 1,071 | 19.01 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 6872.94 | 1,772 | 3.88 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 23988.49 | 6,019 | 3.99 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 2516.77 | 3,845 | 0.65 | | | | | | | |
| July 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 8389.42 | 1,931 | 4.34 | | | | | | | |
| July 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 199 | 262 | 75.95% | | | | | | | |
| July 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 196 | 266 | 73.68% | | | | | | | |
| July 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 11 | 90.91% | | | | | | | |
| July 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 199 | 208 | 95.67% | | | | | | | |
| July 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 196 | 204 | 96.08% | | | | | | | |
| July 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 69:58 | 23 | 3:03 | | | | | | | |
| July 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 125 | 125 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop AGG-EELS | Diagnostic | N/A | 10 | 10 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 189 | 189 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 35 | 35 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 3 | 3 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 58 | 58 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 10 | 10 | 100.00% | | | | | | | |
| July 2014 | Pre-Ordering | PO-9A | Non-Designed Services | Non-Designed Services | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 0 | 10 | 0.00% | 0.00% | | |
| June 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 208 | 208 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 162,427 | 162,427 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,534 | 1,534 | 100.00% | | | | | | | |
| June 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 385 | 386 | 99.74% | 5.08% | 5,819 | 5,867 | 99.18% | 9.01% | -1.181118 | -1.718069 |
| June 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,534 | 1,534 | 100.00% | | | | | | | |
| June 2014 | Collocation | CP-2C | Collocations with Intervals Longer than 120 Days | All | Diagnostic | N/A | 1 | 1 | 100.00% | | | | | | | |
| June 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,166,786 | 2,958,740 | 1.07 | | | | | | | |
| June 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1293.44 | 7,121 | 0.18 | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | IMAGUI | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | SIA | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-1 | Gateway Availability - LSR | XML | Diagnostic | N/A | 28,980 | 28,980 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | EBTA | Diagnostic | N/A | 41,460 | 41,460 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 40,287 | 40,380 | 99.77% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 21,060 | 21,060 | 100.00% | | | | | | | |
| June 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| June 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - 2 Wire Non-Loaded | Diagnostic | N/A | 0 | 1 | 0.00% | | | | | | | |
| June 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 4 | 6 | 66.67% | 47.14% | 2 | 2 | 100.00% | 0.00% | -0.089642 | -1.054499 |
| 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/ 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/ 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 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------|--------------|---|---------------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| 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/l 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 w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 1,320 | 0.03% | 0.08% | | | | | | |
| June 2014 | Network Performance | NI-1B | Trunk Blockage to CTL-Q End Ofc w/ TGSR excl | LIS Trunk | Parity | N/A | 0 | 2,493 | 0.02% | 0.13% | | | | | | |
| 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% | | | | | | |
| 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 | 3566.22 | 24,357 | 0.15 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | RESPONSE | Diagnostic | N/A | 10195.64 | 16,705 | 0.61 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Address Validation) | TOTAL | Diagnostic | N/A | 13761.86 | 24,357 | 0.57 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | REQUEST | Diagnostic | N/A | 1654.23 | 5,572 | 0.30 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Appt. Scheduler) | TOTAL | Diagnostic | N/A | 1871.63 | 5,572 | 0.34 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | REQUEST | Diagnostic | N/A | 629.30 | 2,280 | 0.28 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | RESPONSE | Diagnostic | N/A | 48.57 | 795 | 0.06 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Assignment) | TOTAL | Diagnostic | N/A | 677.87 | 2,280 | 0.30 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | REQUEST | Diagnostic | N/A | 2966.94 | 4,664 | 0.64 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | RESPONSE | Diagnostic | N/A | 19420.31 | 3,343 | 5.81 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Facility Check) | TOTAL | Diagnostic | N/A | 22387.25 | 4,664 | 4.80 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | REQUEST | Diagnostic | N/A | 6332.93 | 10,058 | 0.63 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | RESPONSE | Diagnostic | N/A | 6486.00 | 5,640 | 1.15 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Get CSR) | TOTAL | Diagnostic | N/A | 12818.93 | 10,058 | 1.27 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | REQUEST | Diagnostic | N/A | 1640.02 | 1,832 | 0.90 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | RESPONSE | Diagnostic | N/A | 984.04 | 973 | 1.01 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Meet Point Inquiry) | TOTAL | Diagnostic | N/A | 2624.06 | 1,832 | 1.43 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | REQUEST | Diagnostic | N/A | 1960.10 | 6,563 | 0.30 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | RESPONSE | Diagnostic | N/A | 4816.36 | 11,142 | 0.43 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (Service Availability) | TOTAL | Diagnostic | N/A | 6776.46 | 6,563 | 1.03 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | ACCEPT | Diagnostic | N/A | 66.66 | 1,024 | 0.07 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 1033.17 | 3,179 | 0.32 | | | | | | | |
| June 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1231.04 | 1,025 | 1.20 | | | | | | | |
| 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 | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|-----------|---------------------------------|-----------|--|---------------------------------------|------------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| 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-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 12 | 12 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 183 | 183 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 31 | 31 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(b) | FOCs on Time for Electronic/Manual LSRs | Unbundled Loop AGG-EELS | Benchmark | 90.00% | 4 | 4 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 55 | 55 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5C-(a) | FOCs on Time for manual LSRs via Facsimile | Resale Aggregate | Benchmark | 90.00% | 2 | 2 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5C-(c) | FOCs on Time for manual LSRs via Facsimile | LNP | Benchmark | 90.00% | 1 | 1 | 100.00% | | | | | | | |
| June 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-2 | Invoices Delivered within 10 Days | All | Parity by Design | N/A | 215 | 215 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-3A | Billing Accuracy - Adjustments for Errors | UNEs and Resale Aggregate | Diagnostic | N/A | 160,242 | 160,242 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-3B | Billing Accuracy - Adjustments for Errors | Reciprocal Compensation | Diagnostic | N/A | 1,564 | 1,564 | 100.00% | | | | | | | |
| May 2014 | Billing | BI-4A | UNEs and Resale Aggregate | UNEs and Resale Aggregate | Parity | N/A | 536 | 538 | 99.63% | 6.09% | 5,453 | 5,515 | 98.88% | 10.54% | -1.580133 | -1.960653 |
| May 2014 | Billing | BI-4B | Reciprocal Compensation (MOU): | Reciprocal Compensation | Diagnostic | N/A | 1,564 | 1,564 | 100.00% | | | | | | | |
| May 2014 | Database Updates | DB-1B | All | LIDB | Diagnostic | N/A | 3,373,468 | 3,202,610 | 1.05 | | | | | | | |
| May 2014 | Database Updates | DB-1C-1 | All | Directory Listing | Diagnostic | N/A | 1281.60 | 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 | EFTA | Diagnostic | N/A | 86,280 | 86,280 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-3 | Gateway Availability - Repair | RepairGUI | Diagnostic | N/A | 83,850 | 83,850 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-4 | System Availability - ASR | EXACT | Diagnostic | N/A | 22,500 | 22,500 | 100.00% | | | | | | | |
| May 2014 | Electronic Gateway Availability | GA-7 | Timely Outage Resolution after Software Releases | ALL | Diagnostic | N/A | 0 | 0 | | | | | | | | |
| May 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | LIS Trunk | Parity | N/A | 1 | 1 | 100.00% | 0.00% | | | | | | |
| May 2014 | Maintenance and Repair | MR-5B | All Troubles Cleared w/i 4 Hours-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 3 | 100.00% | 0.00% | 1 | 1 | 100.00% | 0.00% | | |
| May 2014 | Maintenance and Repair | MR-5X | Out of Service cleared w/i 24 hours | Business | Parity | N/A | 2 | 3 | 66.67% | 47.14% | 41 | 66 | 62.12% | 48.51% | -0.158733 | -1.096503 |
| May 2014 | Maintenance and Repair | MR-6A | Mean Time to Restore-Disp w/i MSA | Residence | Parity | N/A | 26:24 | 1 | 26:24 | 0:00 | 5115:43 | 204 | 25:05 | 19:34 | 0.524401 | -0.681187 |
| May 2014 | Maintenance and Repair | MR-6B | Mean Time to Restore disp out MSA | Residence | Parity | N/A | 25:42 | 1 | 25:42 | 0:00 | 4593:03 | 169 | 27:11 | 23:59 | -0.06144 | -1.037353 |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | LIS Trunk | Parity | N/A | 0:02 | 1 | 0:02 | 0:00 | | | | | | |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 6:27 | 3 | 2:09 | 1:11 | 1:33 | 1 | 1:33 | 0:00 | | |
| May 2014 | Maintenance and Repair | MR-6E | Mean Time to Restore Interval Zone 2 | Unbundled Loop Analog | Parity | N/A | 5:42 | 2 | 2:51 | 2:03 | 11267:53 | 446 | 25:16 | 22:17 | -1.41958 | -1.863044 |
| May 2014 | Maintenance and Repair | MR-7A | Repair Repeat Rprt Rate-Disp w/i MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 39 | 207 | 18.84% | 39.10% | 0.869424 | -0.471428 |
| May 2014 | Maintenance and Repair | MR-7B | Repair Repeat Report Rate-Disp out MSA | Residence | Parity | N/A | 0 | 1 | 0.00% | 0.00% | 26 | 175 | 14.86% | 35.57% | -0.41654 | -1.253238 |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | LIS Trunk | Parity | N/A | 0 | 1 | 0.00% | 0.00% | | | | | | |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop - DS1 Capable | Parity | N/A | 1 | 3 | 33.33% | 47.14% | 0 | 1 | 0.00% | 0.00% | -0.67449 | -1.410061 |
| May 2014 | Maintenance and Repair | MR-7E | Repair Repeat Report Rate-Zone 2 | Unbundled Loop Analog | Parity | N/A | 0 | 2 | 0.00% | 0.00% | 75 | 473 | 15.86% | 36.53% | -0.612615 | -1.372444 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Enhanced Extended Loops - DS1 Capable | Parity | N/A | 0 | 39 | 0.00% | | 1 | 254 | 0.39% | 6.26% | -0.365557 | -1.222243 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | LIS Trunk | Parity | N/A | 1 | 9,026 | 0.01% | 1.05% | 0 | 11,472 | 0.00% | | | |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Residence | Parity | N/A | 2 | 100 | 2.00% | 14.00% | 399 | 30,268 | 1.32% | 11.41% | 0.301962 | -0.81642 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - 2 Wire Non-Loaded | Parity | N/A | 0 | 72 | 0.00% | | 0 | 450 | 0.00% | | | |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop - DS1 Capable | Parity | N/A | 3 | 222 | 1.35% | 11.55% | 1 | 254 | 0.39% | 6.26% | 0.634237 | -0.614411 |
| May 2014 | Maintenance and Repair | MR-8 | Trouble Rate | Unbundled Loop Analog | Parity | N/A | 2 | 891 | 0.22% | 4.73% | 473 | 46,784 | 1.01% | 10.00% | -2.324878 | -2.413425 |
| May 2014 | Maintenance and Repair | MR-9A | Repair Appointments Met-Disp w/i MSA | Residence | Parity | N/A | 1 | 1 | 100.00% | 0.00% | 178 | 207 | 85.99% | 34.71% | -0.402664 | -1.244802 |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------|---------------------------|--------------|--|---------------------------------|------------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| 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 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | REQUEST | Diagnostic | N/A | 705.85 | 2,331 | 0.30 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | RESPONSE | Diagnostic | N/A | 1497.49 | 1,259 | 1.19 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times (TN Reservation) | TOTAL | Diagnostic | N/A | 2257.05 | 2,331 | 0.97 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | REQUEST | Diagnostic | N/A | 1370.24 | 3,651 | 0.38 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | RESPONSE | Diagnostic | N/A | 70936.56 | 3,649 | 19.44 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-IMA GUI | Pre-Order Response Times(Loop Qual Tools) | TOTAL | Diagnostic | N/A | 72306.80 | 3,651 | 19.80 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Address Validation XML) | XML Request/Response | Diagnostic | N/A | 20758.25 | 7,312 | 2.84 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Appt. Scheduler XML) | XML Request/Response | Diagnostic | N/A | 23766.54 | 5,061 | 4.70 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Facility Check XML) | XML Request/Response | Diagnostic | N/A | 67646.64 | 6,399 | 10.57 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Get CSR XML) | XML Request/Response | Diagnostic | N/A | 39493.49 | 8,198 | 4.82 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Loop Qual Tools XML) | XML Request/Response | Diagnostic | N/A | 21004.88 | 1,063 | 19.76 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Meet Point Inquiry XML) | XML Request/Response | Diagnostic | N/A | 9598.37 | 1,736 | 5.53 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (Service Avail XML) | XML Request/Response | Diagnostic | N/A | 29908.41 | 5,894 | 5.07 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times (TN Reservation XML) | XML Request/Response | Diagnostic | N/A | 5133.78 | 3,779 | 1.36 | | | | | | | |
| May 2014 | Pre-Ordering | PO-1-XML | Pre-Order Response Times(Connecting Fac Assgn XML) | XML Request/Response | Diagnostic | N/A | 9737.07 | 1,894 | 5.14 | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | LNP | Diagnostic | N/A | 171 | 236 | 72.46% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 155 | 219 | 70.78% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2A | All Electronic LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | LNP | Diagnostic | N/A | 171 | 175 | 97.71% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Resale Aggregate W/O UNE-P-POTS | Diagnostic | N/A | 155 | 163 | 95.09% | | | | | | | |
| May 2014 | Pre-Ordering | PO-2B | All Flow-through Eligible LSRs | Unbundled Loop Aggregate | Diagnostic | N/A | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-3C | LSRs received via facsimile | Product Aggregate | Diagnostic | N/A | 4:43 | 2 | 2:22 | | | | | | | |
| May 2014 | Pre-Ordering | PO-3X | Electronic LSRs Rejected Manually | Product Aggregate | Diagnostic | N/A | 51:15 | 20 | 2:34 | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(a) | FOCs on Time for Fully Electronic LSRs | Resale Aggregate | Benchmark | 95.00% | 110 | 110 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(b) | FOCs on Time for Fully Electronic LSRs | Unbundled Loop Aggregate | Benchmark | 95.00% | 2 | 2 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5A-(c) | FOCs on Time for Fully Electronic LSRs | LNP | Benchmark | 95.00% | 166 | 166 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5B-(a) | FOCs on Time for Electronic/Manual LSRs | Resale Aggregate | Benchmark | 90.00% | 32 | 32 | 100.00% | | | | | | | |
| May 2014 | Pre-Ordering | PO-5B-(c) | FOCs on Time for Electronic/Manual LSRs | LNP | Benchmark | 90.00% | 54 | 54 | 100.00% | | | | | | | |

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| Month | PID Category | PID | PID Title | Product Category | Standard | Benchmark | CLEC Numerator | CLEC Denominator | CLEC Result | CLEC Standard Deviation | CTL-Q Numerator | CTL-Q Denominator | CTL-Q Result | CTL-Q Standard Deviation | Modified Z Score | Parity Score |
|----------|--------------|-------|---|------------------|-----------|-----------|----------------|------------------|-------------|-------------------------|-----------------|-------------------|--------------|--------------------------|------------------|--------------|
| May 2014 | Pre-Ordering | PO-5D | FOCs provided for ASRs requesting LIS Trunks. | LIS Trunk | Benchmark | 85.00% | 2 | 2 | 100.00% | | | | | | | |