

# **Qwest Corporation (Qwest or CTL-Q) Performance Results**

# South Dakota August 2014 - August 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.

September 9, 2015

CenturyLink QC Performance Results - Current 271 PID

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	204	204	100.00%							
August 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	160,436	160,436	100.00%							
August 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,083	1,083	100.00%							
August 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	508	508	100.00%	0.00%	5,639	5,670	99.45%	7.37%	-1.600955	-1.973312
August 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,083	1,083	100.00%							
August 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,324,804	4,131,912	1.05							
August 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1235.34	6,335	0.20							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,840	42,840	100.00%							
August 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,565	41,565	100.00%							
August 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
August 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
August 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	2	100.00%	0.00%	0.430727	-0.738136
August 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	4	50.00%	50.00%	55	102	53.92%	49.85%	-0.336813	-1.204768
August 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	358:47	4	89:42	47:52	12513:56	231	54:10	98:26	1.334622	-0.188607
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:33	1	6:33	0:00	1:41	1	1:41	0:00		
August 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	29:00	5	5:48	1:51	24439:28	496	49:16	96:22		-1.610233
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	47	0.00%		2	210	0.95%	9.71%		
August 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,410	0.00%		0	9,336	0.00%			
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	4	135	2.96%	16.96%	418	26,120	1.60%	12.55%	0.942329	-0.427105
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	68	0.00%		0	140	0.00%			
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	187	0.53%	7.29%	2	244	0.82%	9.02%	-0.325129	-1.197665
August 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	5	669	0.75%	8.61%	531	41,547	1.28%	11.23%		
August 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	4	25.00%	43.30%	187	241	77.59%	41.70%		
August 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	. 1	1,608	0.03%	0.20%	101	2.11	11.0070			-2.895224
August 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	2.433	0.03%	0.20%						-2.914772
August 2015 August 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,608	0.03%	0.2078						-2.314772
August 2015 August 2015	Network Performance	NI-10	Trunk Blockage to CTL-Q Failden Old w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	2,433	0.03%							
August 2015 August 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	2	2,400	2.00	0.00	5,056	18	280.89	312.44	-0.868813	-1.528201
August 2015 August 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	5,050	18	33.33%	47.14%		
August 2015 August 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	7	7	100.00%	0.00%	101	112	90.18%	29.76%		
August 2015 August 2015	Ordering and Provisioning Ordering and Provisioning	OP-3A OP-3B	Dispatches outside MSAs	Residence	Parity	N/A N/A	3	3	100.00%	0.00%	49	51	90.18%	19.41%		
-						N/A	12				49 53	51				-1.200747
August 2015	Ordering and Provisioning	OP-3C OP-4A	No dispatches	Residence	Parity			12	100.00%	0.00%			100.00%	0.00%		0.005405
August 2015	Ordering and Provisioning	OP-4A OP-4B	Dispatches within MSAs	Residence	Parity	N/A	27	4	6.75	2.22	555	91	6.10	4.28		
August 2015	Ordering and Provisioning	<b>.</b>	Dispatches outside MSAs	Residence	Parity	N/A	~	1	2.00	0.00	240	43	5.58	3.94	-0.899648	-1.546947
August 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord		Benchmark	95.00%	379	379	100.00%							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4000.40	20,002	0.20						I	
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	13806.90	15,341	0.90							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	17807.30	20,002	0.89							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1798.77	3,527	0.51							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	2130.24	3,527	0.60							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	620.33	1,590	0.39							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	2872.40	1,336	2.15							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	3492.73	1,590	2.20							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	3114.02	3,422	0.91							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	15357.60	3,555	4.32							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	18471.62	3,422	5.40							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5065.20	7,035	0.72							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11551.20	7,035	1.64							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1280.39	1,009	1.27							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1058.97	1,006	1.05							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2339.36	1,009	2.32							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2708.80	6,772	0.40							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	7576.80	13,530	0.56							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	10285.60	6,772	1.52							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	211.50	953	0.22							
August 2015	Pre-Ordering	<b>DO 1 1111 OLU</b>	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	562.80	2,814	0.20							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLEC	Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1292.80	953	1.36							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2067.10	2,814	0.73							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1583.28	2,199	0.72							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	42459.35	2,183	19.45							
August 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	44042.63	2,199	20.03							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11593.96	6,167	1.88							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	9014.39	3,563	2.53							
ugust 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48123.79	5,071	9.49							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	25442.16	5,448	4.67							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	29744.96	1,568	18.97							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	3575.61	697	5.13							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	17211.15	5,643	3.05							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2720.80	2,864	0.95							
August 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5475.36	1,342	4.08							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs		Diagnostic	N/A	137	180	76.11%							
August 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	259	325	79.69%							
ugust 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	33	33								
August 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	I NP	Diagnostic	N/A	137	137	100.00%							
August 2015	Pre-Ordering Pre-Ordering	PO-2B PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A N/A	259	262	98.85%							
0	0	PO-2B PO-2B	0 0	00 0	0	N/A N/A	33									
ugust 2015	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic			33								
August 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	71:44	15								
ugust 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	181	182								
August 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	29	29								
ugust 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	131	131	100.00%							
ugust 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	35	36	97.22%							
ugust 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	40	40	100.00%							
ugust 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
uly 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	205	206	99.51%							
uly 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,029	165,029	100.00%							
uly 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,081	1,081	100.00%							
luly 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	386	386	100.00%	0.00%	6,486	6,514	99.57%	6.54%	-1.254248	-1.7625
uly 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,081	1,081	100.00%							
uly 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,437,004	4,229,477	1.05							
July 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	2048.57	5,924	0.35							
luly 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
uly 2015		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
uly 2015		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2015		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
uly 2015		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
uly 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0	100.0070							
luly 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	1	1	100.00%	0.00%	-0.967422	2 -1.5881
uly 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	76:40	2	38:20	10:59	14697:24	285				
uly 2015 uly 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	22:09	1	22:09	0:00	8986:21	178				
uly 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	15:20	5	3:04	1:28	3:10		3:10			-1.5220
								-								4.540
uly 2015	Maintenance and Repair	MR-6E MR-7A	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A N/A	29:19	2	14:39	18:00 0.00%	28008:18	582			-0.892645 -0.509678	
uly 2015	Maintenance and Repair		Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity		0	2	0.0070		01	201				
uly 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	35				-0.484975	-1.2948
uly 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	0		0.00%			
uly 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	87	615			-0.573129	
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	47	0.00%		1	212			-0.426998	-1.259
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,434	0.00%		0	0,102				
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	127	2.36%	15.19%	488				0.204941	
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		2				-0.820455	
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	5	190	2.63%	16.01%	1	246	0.41%	6.36%	1.565151	-0.048
uly 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	775	0.26%	5.07%	615	41,840	1.47%	12.03%	-2.777651	-2.688
uly 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	235	294	79.93%	40.05%	1.728885	5 0.0510
uly 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	146	183	79.78%	40.16%	-0.502043	-1.3052
uly 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	1,608	0.11%	0.18%						-2.6802
		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	2,433	0.06%	0.26%						-2.8070

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	1,608	0.11%							
July 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	2,433	0.06%							
July 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	109	127	85.83%	34.88%	-0.891298	-1.541871
July 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	11	11	100.00%	0.00%	68	68	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2 2	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	4	1	4.00	0.00	641	109	5.88	4.14	-0.452413	-1.275047
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2 2	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	16	100.00%	0.00%		245	93.47%		-1.024389	-1.622784
July 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	181	181	100.00%							
July 2015	Pre-Ordering		Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2079.12	17,326	0.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8531.25	13,125	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10610.37	17,326	0.61							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt, Scheduler)	REQUEST	Diagnostic	N/A	951.08	3,658	0.26							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1211.45	3.658	0.33							·
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appl. Scheduler) Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A N/A	350.80	1,754	0.33							<u> </u>
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July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5140.08	1,298	3.96							<u> </u>
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5490.88	1,754	3.13							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2224.95	3,423	0.65							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18402.84	3,298	5.58							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20627.79	3,423	6.03							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2515.50	6,450	0.39							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5922.50	4,738	1.25							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8438.00	6,450	1.31							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1088.62	1,378	0.79							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1364.80	853	1.60							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2453.42	1,378	1.78							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1416.42	5,246	0.27							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4457.64	10,131	0.44							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5874.06	5,246	1.12							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	173.40	1,156	0.15							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	461.72	3,298	0.14							·
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1996.80	1,280	1.56							·
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2631.92	3,298	0.80							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	1459.44	4,054	0.36							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39968.82	2,097	19.06							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	41428.26	4,054	10.22							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11946.69	6,321	1.89							·
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14069.04	3.782	3.72							·
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Recility Check XML)	XML Request/Response	-	N/A	51099.68	4,904	10.42							<u> </u>
	Ŭ				Diagnostic	N/A			4.45							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic		30500.30	6,854								
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	23918.35	1,249	19.15 4.32							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5736.96	1,328								(
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18820.80	5,228	3.60							<b></b>
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2387.87	2,683	0.89							<u> </u>
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6051.70	1,658	3.65							L
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	143	196	72.96%							L
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	244	303	80.53%							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	30	34	88.24%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	143	144	99.31%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	244	244	100.00%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	30	30	100.00%							
July 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	22:11	2	11:06							
July 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	32:38	18	1:49							
July 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	186	186	100.00%							
July 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	30	30	100.00%							
July 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	138	138	100.00%					-		
July 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	11	11	100.00%							
July 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	5	5	100.00%							(
July 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	48	48	100.00%							(
July 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	40	40	100.00%							L

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
July 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	1	1	100.00%							
June 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	235	235	100.00%							
June 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,517	165,517	100.00%							
June 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,070	1,070	100.00%							
June 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	515	515	100.00%	0.00%	6,096	6,114	99.71%	5.42%	-1.184285	-1.71999
June 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,070	1,070	100.00%							
June 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,046,679	3,844,546	1.05							
June 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1693.32	8,942	0.19							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,520	29,520	100.00%							
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
June 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
June 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
June 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	1	3	33.33%	47.14%	-0.866025	-1.52650
June 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	51	128	39.84%	48.96%	-1.223969	-1.74412
June 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	169:44	2	84:52	52:27	21266:42	293	72:35	65:41	0.409735	-0.75089
June 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	76:08	1	76:08	0:00	9304:12	172	54:06	56:21	0.609791	-0.62927
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	DS1	Parity	N/A	1:37	1	1:37	0:00	19:22	3	6:27	5:12	-0.805023	-1.48941
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	8:09	3	2:43	2:21	19:22	3	6:27	5:12		-1.534802
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	41:45	2	20:52	0:45	42257:53	597	70:47	157:39	-0.446955	-1.27172
June 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	63	303	20.79%	40.58%	-0.722189	
June 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	24	174	13.79%	34.48%	-0.398856	-1.24248
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%			
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	0	3	0.00%			
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	112	623			-0.661025	-1.40187
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	46	0.00%		3	213			-0.73514	
June 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0		0.00%		0	9,600			0.10011	
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	3	110	2.73%	16.29%	485	26,649			0.453866	-0.724069
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%	10.2070	0	131	0.00%		0.100000	0.121000
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	3	190	1.58%	12.47%	3	247			-0.070038	-1.04258
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	794	0.25%	5.01%	623	42,107	1.48%		-2.838618	
June 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	248	303			-0.663807	-1.403566
June 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	- 1	100.00%	0.00%	152	174			-0.379354	
June 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,608	0.02%	0.05%	152	174	07.3078	33.2378	-0.37 3334	-2.953433
June 2015		NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A N/A	0	2,433	0.02 %	0.00%						-2.900400
June 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q End Ofc winGSR excl	LIS Trunk		N/A N/A	0	2,433	0.00%	0.00%						
June 2015	Network Performance	NI-1D		LIS Trunk	Diagnostic	N/A N/A	0	7	0.02 %							
		OP-3A	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl		Diagnostic	N/A N/A	4	2,433		40.00%	100	144	05 400/	05.000	0.400.400	1 00 170
June 2015	Ordering and Provisioning		Dispatches within MSAs	Residence	Parity				80.00%		123		85.42%			
June 2015	Ordering and Provisioning	OP-3B OP-3C	Dispatches outside MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	61 75	62			-0.216588	-1.131676
June 2015	Ordering and Provisioning		No dispatches	Residence	Parity	N/A N/A	10	10	100.00% 94.44%	0.00%	264	282	100.00%			
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity					22.91%	264	282	93.62%	24.44%	-0.139232	-1.08464
June 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	165		100.00%					/		
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36		0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9643.20	11,760	0.82					/		
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	10411.56		1.63							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	709.50		0.22							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	945.75	- ,	0.29							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00		0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00		3.98							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00		4.10							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1704.71		0.49							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18717.02		5.38							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20421.73	3,479	5.87							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	1902.00	6,340	0.30							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8388.00	6,340	1.32							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1541.91	1,497	1.03							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	2424.24	1,036	2.34							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLE	C Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	Modified Z Score	Parity Score
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3966.15	1,497	2.65							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1107.33	5,273	0.21							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	6223.80	10,373	0.60							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	7331.13	5,273	1.39							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	335.40	780	0.43							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	2439.84	1,326	1.84							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	3054.36	2,326	1.31							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1420.30	4,058	0.35							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37708.72	2,023	18.64							1
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39129.02	4,058	9.64							
June 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							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	11480.70	3,479	3.30							1
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	52891.92	5,076	10.42							1
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30513.28	6,811	4.48							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25950.96	1,368	18.97							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5170.90	1,246	4.15							
June 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							
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1974.00	2,820	0.70							<u> </u>
June 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722								1
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	146	205	71.22%							<u> </u>
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	215	284								1
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	12						-		<u>+</u>
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	146	146								<u> </u>
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	215	215								
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	8	2.0	100.00%							
June 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	15:55	19								
June 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	162	162								
June 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	5	5	100.00%							
June 2015	Pre-Ordering	PO-5A-(b) PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	142	142								
June 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	52	52								
June 2015	Ŭ	PO-5B-(a)					32	32	100.00%							
	Pre-Ordering	PO-5B-(b) PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	54									
June 2015 June 2015	Pre-Ordering Pre-Ordering	PO-5B-(c) PO-5D	FOCs on Time for Electronic/Manual LSRs	LNP LIS Trunk	Benchmark Benchmark	90.00% 85.00%	54	54	100.00%							
	0		FOCs provided for ASRs requesting LIS Trunks.				1	1		0.000/	0	10	4 700	( 01.000)	4 070004	0.00144
June 2015	Pre-Ordering	PO-9A	Non-Designed Services	Non-Designed Services	Parity	N/A	0	1	0.00%	0.00%	2	42	4.76%	6 21.30%	-1.679661	1 -2.02116
May 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		209	209								
May 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,294	165,294								
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%	6 7.13%	-2.318581	1 -2.40959
May 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,134	1,134								
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								
May 2015		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								
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,692	42,840	99.65%							
May 2015		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%	6 50.00%	-0.816497	7 -1.49639
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%	6 0.00%	C	з ·
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%	6 50.00%	-0.816497	7 -1.49639
May 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	6	50.00%	50.00%	54	91	59.34%	49.12%	0.045152	2 -0.97254
May 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	69:00	2	34:30	8:57	9424:11	220	42:50	38:06	-0.30811	1 -1.18731
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	9 2:57	0.637192	2 -0.61261
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	9 2:57	-0.802771	1 -1.4880
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		0:09			<u> </u>
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					7 -1.25311
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					
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0.00	3	0.00%	0.00%	34				-0.725951	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result C	LEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	C	2	0.00%	0.00%		
May 2015	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%	C	2	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	C	) 1	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	6	50.00%	50.00%	C	2	0.00%	0.00%	0.366106	-0.777423
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	76	6 462	16.45%	37.07%	-0.626167	-1.380682
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	47	2.13%	14.43%	2	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	4 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%		C	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	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/I MSA	Residence	Parity	N/A	3	3	100.00%	0.00%	192	2 225	85.33%	35.38%	-0.713331	-1.433674
May 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,608	0.02%	0.07%						-2.93194
May 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						-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/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	2,433	0.00%							
May 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	5	100.00%	0.00%	112	2 119	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	3 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	1 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		4.53	0.640266	-0.610746
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	4	1 4	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	11		91.67%	27.64%	202	2 211		20.21%	0.172259	-0.895274
May 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	130		100.00%							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2393.30		0.13							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9971.50		0.77							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	12364.80		0.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	741.75		0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	967.59	- 1	0.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00		0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00		3.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00		4.10							·
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1843.87		0.53							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18960.55		5.45							·
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20804.42		5.98							·
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2124.80		0.32							('
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00		1.15							()
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8610.80		1.13							'
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1305.00		0.90							'
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	-	N/A	1943.12		2.14							
May 2015 May 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI		TOTAL	Diagnostic	N/A N/A	3248.12		2.14							
May 2015 May 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	1332.39		0.23				I			
May 2015 May 2015	Pre-Ordering Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	5341.23		0.23							( <sup>-</sup>
May 2015 May 2015	0				Diagnostic	N/A N/A			1.15							( <sup>-</sup>
,	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic		6673.62									( <sup>1</sup>
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	278.40		0.32							()
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A N/A	279.12		0.12							'
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)		Diagnostic			1 - 1								/
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2427.92		1.04							<i>_</i>
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1369.18		0.34							/
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37943.50		18.50							'
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39312.68		9.76							L'
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18		1.66							()
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	12995.50		3.50							()
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	49807.60		10.42							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30785.74		4.54							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25799.20		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		4.15							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	.,	3.75							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2036.80	2,546	0.80							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark		CLEC Denominator	CLEC Result CL	EC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%							L
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%							L
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		247	247	100.00%							L
April 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	163,728	163,728	100.00%							L
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								L
April 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%	1	2	50.00%			
April 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	60	81	74.07%			
April 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	64:16	1	64:16	0:00	5830:00	185				
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3:44	1	3:44	0:00	4:38	2	2:19			
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				
April 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	25	189			-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%			
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				
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	46	0.00%		2	207			-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				
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	106	0.94%	9.67%	288	27,203			-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				
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	1	193	0.52%	7.18%	2	227				
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	2	801	0.25%	4.99%	378	42,777				
April 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	163	189	86.24%	34.44%	-0.398334	-1.24217
April 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,512	0.00%	0.00%						-3
April 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.02%						-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%							<u> </u>
April 2015	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	133	139			-0.363977	
April 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	43	46				
April 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	5	5	100.00%	0.00%	72	73				-1.15499
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%		L
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							<u> </u>
April 2015	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	15	2	7.50	3.54	151	40			1.571787	-0.04442
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%			<u> </u>
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%			
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%							L
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2593.92	18,528	0.14							L
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8980.01	13,403	0.67							1

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLE	C Standard Deviatior C	CTL-Q Numerator	CTL-Q Denominato	CTL-Q Resul	t CTL-Q Standard Deviatio	r Modified Z Score	Parity Score
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							1
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							<u> </u>
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	399.12	3,326	0.10							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67				-			<u> </u>
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 (Loop Qual Tools) Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11756.69	6,287	1.87							
	-	PO-1-XML PO-1-XML			-	N/A N/A			3.82							
April 2015	Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	14565.66 50979.60	3,813	10.71							
April 2015	Pre-Ordering		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic			4,760								
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%							
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	5,11	4 99.51	% 6.97%	-0.557746	6 -1.33908
March 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,153	1,153	100.00%							1
March 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,911,942	3,712,529	1.05				-			1
March 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	1172.11	6,104	0.19							1
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,860	27,860	100.00%						1	t
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%				-			<u> </u>
March 2015	, ,	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,724	27,860	99.51%				-			<u> </u>
	Successful and			EBTA	_ 1091100110	N/A	42,900	42,900	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark				EC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
/larch 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	38,970	38,970	100.00%							
/larch 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
/larch 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
March 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	1	1	100.00%	0.00%	34	55	61.82%	48.58%	-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%	-2.15416	-2.309636
March 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	98	106	92.45%	26.42%	-0.400302	-1.243366
March 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.00%	0.00%						-3
March 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,241	0.00%	0.01%						-2.997751
March 2015		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%			
March 2015		OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	•.					
March 2015		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			
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	107	00	0.00	1.00	1.556656	0.210110
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%	0.0078	131	211	33.3078	24.0370	-0.332007	-1.307143
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST		N/A	1968.36	16.403	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7074.04	10,403	0.12							<u> </u>
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic Diagnostic	N/A	9042.40	16,403	0.55							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation) Pre-Order Response Times (Appt. Scheduler)	REQUEST	0	N/A	267.00	2,225	0.55							<u> </u>
March 2015	-	PO-1-IMA GUI		TOTAL	Diagnostic	N/A			0.12							
	Pre-Ordering		Pre-Order Response Times (Appt. Scheduler)		Diagnostic		444.75	2,225								
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							<u> </u>
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							L
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2156.98	3,479	0.62							<u> </u>
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6372.38	1,979	3.22							<u> </u>
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8529.36	3,479	2.45							<u> </u>
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3496.80	5,640	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4186.00	3,640	1.15							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7682.80	5,640	1.36							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	661.51	797	0.83							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1145.54	1,397	0.82							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1807.05	797	2.27							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1224.44	4,373	0.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4353.96	8,373	0.52							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5578.40	4,373	1.28							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	37.56	626	0.06							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	744.32	2,326	0.32							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1212.42	726	1.67							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	1994.30	2,326	0.86							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(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							
	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13173.36	3,352	3.93							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior CTI	L-Q Numerator C	TL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%	i i i						
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%					1		
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%	i i i						
February 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	206	206	100.00%					1		
February 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	164,658	164,658	100.00%					1		
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%	6 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%					1		
February 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,331,061	3,217,149	1.04					1		
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%					1		
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,315	27,360	99.84%					1		
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						1		
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%	6 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%	6 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	7 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	1 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%	6 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%	6 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%	6 11.76%	-0.727081	-1.442034
February 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	9,218	0.00%		0	10,536	0.00%	Ď		
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	97	0.00%		146	27,704	0.53%	6 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%	6		
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%	6 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%	0.00%						-1
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%				1		-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%	6 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%	6 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%	6 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	1 3.14	1.221227	-0.25754
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	16	17	94.12%	23.53%	231	245	94.29%	6 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					1		
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7627.24	12,302	0.62					1		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark		CLEC Denominator		Standard Deviatior C	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatior	Modified Z Score	Parity Score
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11292.40	20,362	0.55							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1093.06	3,526	0.31							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1165.39	3,526	0.33							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	294.32	1,132	0.26							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4202.88	1,056	3.98							
ebruary 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4497.20	1,132	3.97							
ebruary 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							
	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		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	587.40	660								
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	362.45	576								
February 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	949.85	660								
February 2015	Pre-Ordering		Pre-Order Response Times (Meet Fond Induity)	REQUEST	0	N/A	1582.86	5,106	0.31							
	-			RESPONSE	Diagnostic	N/A	4595.40	10,212	0.45							
	Pre-Ordering		Pre-Order Response Times (Service Availability)		Diagnostic											
February 2015	Pre-Ordering		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		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50475.20	5,893	8.57							
February 2015	Pre-Ordering		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								
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		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19416.72	5,404	3.59							
February 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2307.10	3,482	0.66							
February 2015	Pre-Ordering		Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6211.16	1,716	3.62							
February 2015	Pre-Ordering Pre-Ordering		All Electronic LSRs	LNP		N/A N/A	135	177								
	-				Diagnostic	N/A N/A										
February 2015	Pre-Ordering		All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic		154	205	75.12%							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	11						'		
February 2015	Pre-Ordering		All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	135	138								
February 2015	Pre-Ordering		All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	154	165								
February 2015	Pre-Ordering		All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	10								
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%							
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%							
	Pre-Ordering		FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	5	5	100.00%							<u> </u>
January 2015	Billing		Invoices Delivered within 10 Days	All	Parity by Design	N/A	274	274								
January 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	165,460	165,460	100.00%							
	0			00 0	0											
January 2015	Billing	BI-3B BI-4A	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,516	1,516	100.00%	40.000/	4.970	E 000	00 770	44.000/	0.000000	0.75010
January 2015	Billing		UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	304	309	98.38%	12.62%	4,970	5,032	98.77%	6 11.03%	0.396203	3 -0.759125
January 2015	Billing		Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,251	1,251	100.00%						<u></u>	<u> </u>
January 2015	Database Updates		All	LIDB	Diagnostic	N/A	3,264,971	3,112,976	1.05							
January 2015	Database Updates		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%					T		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator C	LEC Denominator	CLEC Result CLE	C Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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 wi 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 wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.01%						-2.997928
January 2015		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		OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	0	2	0.00%							
January 2015	0 0	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			
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%		
January 2015		OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	139	139	100.00%							
January 2015	Pre-Ordering		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		Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1331.61	4,655	0.29							
January 2015	Pre-Ordering		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		Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2133.14	3,746	0.57							
January 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10742.00	2,368	4.54							
January 2015	Pre-Ordering		Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12875.14	3.746	3.44							
January 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5296.08	9,318	0.57							
January 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2015	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11782.08	9,318	1.13							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering		Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1.651	1.11							
January 2015 January 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Meet Point inquiry) Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A N/A	1856.93	6,749	0.28							
January 2015 January 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A N/A	3875.19	11,674	0.28							
January 2015	Pre-Ordering		Pre-Order Response Times (Service Availability) Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A N/A	5732.12	6,749	0.85							
	-	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Service Availability) Pre-Order Response Times (TN Reservation)	ACCEPT	-	N/A N/A		1,001	0.85							
January 2015	Pre-Ordering		,	REQUEST	Diagnostic	N/A N/A	72.72	3,138	0.07							
January 2015 January 2015	Pre-Ordering Pre-Ordering		Pre-Order Response Times (TN Reservation) Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic Diagnostic	N/A N/A	1010.69	3,138	0.32							
,	0		,		0											
January 2015	Pre-Ordering		Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1592.75	4,511	0.35							
January 2015	Pre-Ordering		Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61210.50	3,139	19.50							
January 2015	Pre-Ordering		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						( )	

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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%							
	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%							
		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%						
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	0	2	0.00%	0.00%		
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	0:07	1	0:07	0:00						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4:06	2	2:03	0:25	29:13	2	14:36	14:32	-0.864241	-1.525421
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	1	2	50.00%	50.00%	0	
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	45	0.00%		2	216	0.93%	9.58%	-0.589958	-1.358669
	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	9,242	0.01%	1.04%	0		0.00%			
	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
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	69	0.00%		0	140	0.00%			
	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
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	0	855	0.00%		423	44,164		9.74%	-2.848034	
	Network Performance	NI-1A		LIS Trunk	Parity	N/A	0	1,536	0.01%	0.06%		.,				-2.968125
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.01%	0.07%						-2.978101
	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%							
	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%							
	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	0	2,100	0.00	0.00	6.405	42	152.50	293.80	-0.717188	-1.43602
	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		37.27%	-0.617914	
	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	5	6	83.33%	37.27%	146	158			0.264653	
	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	9	9	100.00%	0.00%	76			0.00%	0.20 1000	0.000102
	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	81	81		0.00%		
	Ordering and Provisioning	OP-3C OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%	0.0070	01	01	100.00%	0.00%		
	Ordering and Provisioning	OP-3E OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	2	2	100.00%							
	Ordering and Provisioning	OP-3E OP-4A	Dispatches within MSAs	Residence	Parity	90.00% N/A	17	3	5.67	2.52	569	111	5.13	3.59	0.473299	-0.712255
December 2014	ordening and Frovisioning	01 *4A	Dispatories within WOAS	Nesidende	r drity	IN/PA	17	3	0.07	2.52	203	111	0.13	3.59	0.473299	-0.712200

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior CT	L-Q Numerator	CTL-Q Denominator	CTL-Q Result CT	L-Q Standard Deviatior	Modified Z Score	Parity Score
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	-	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							
December 2014	0	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11,820	1.12							
December 2014	0	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1830.39	2,344	0.78							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	800	0.80							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2469.52	2.344	1.05							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7,811	0.29							
December 2014	0	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12,594	0.36							
December 2014	0	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7,811	0.87							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1,111	0.07							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4,269	0.32							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1.112	1.24							
December 2014	0	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4,269	0.66							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Loop Qual Tools)	REQUEST	Diagnostic	N/A	2077.69	5,756	0.36							
December 2014	-	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	68068.80	3,480	19.56							'
	-	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	-	N/A N/A	70146.49		12.19							L
December 2014 December 2014	-	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A N/A	12743.24	5,756	12.19							'
December 2014	-	PO-1-XML PO-1-XML	Pre-Order Response Times (Address Validation XIVL) Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A N/A	12743.24	5,002	3.88							
	0	PO-1-XML			Diagnostic	N/A N/A	60353.58		9.52							
December 2014	-		Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic			6,342								<u></u>
December 2014	0	PO-1-XML PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A N/A	29881.76	8,096	3.69							
December 2014			Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A N/A	20137.15	1,045	19.27							
December 2014	-	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic		7098.72	1,679	4.23							<u> </u>
December 2014	0	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22593.24	5,798	3.90							·
December 2014	0	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2323.36	3,775	0.62							<u> </u>
December 2014	0	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7289.89	1,842	3.96							<u> </u>
December 2014	-	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	166	216	76.85%							<u> </u>
December 2014	-	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	236	75.00%							
December 2014	-	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	8	50.00%							
December 2014	0	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	166	169	98.22%							
December 2014	-	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	177	180	98.33%							
December 2014	-	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	4	4	100.00%							
December 2014	-	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	19:08	12	1:36							
December 2014	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	128	128	100.00%							
December 2014	0	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	3	3	100.00%							
December 2014	0	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	159	159	100.00%							
December 2014	0	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	21	21	100.00%							
December 2014	-	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%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result Cl	EC Standard Deviatior CT	L-Q Numerator	CTL-Q Denominator	CTL-Q Result CTL	-Q Standard Deviatior	Modified Z Score	Parity Score
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/i 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/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	1	1	100.00%	0.00%		
	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%						
November 2014	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	24:01	1	24:01	0:00	5539:59	147	37:41	73:55	-0.184325	-1.112062
	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						
	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		
	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	0.00		0.00	0.00		
	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	168:50		168:50	0:20	10848:24	332	32:41	57:56	2.326348	0.414319
	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	34	152	22.37%	41.67%	-0.535026	-1.325272
	Maintenance and Repair	MR-7A MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A N/A	0	2	0.00%	0.00%	34	192	22.3170	41.07%	-0.00020	-1.323272
	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	4	0.00%	0.00%	0	1	0.00%	0.00%		
	Maintenance and Repair	MR-7E MR-7E			Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	,		0	2		0.00%	00	050	47.050/	00.000/	0.405400	-1.282963
	Maintenance and Repair Maintenance and Repair	MR-7E MR-8	Repair Repeat Report Rate-Zone 2 Trouble Rate	Unbundled Loop Analog	Parity	N/A N/A	0	42	0.00% 4.76%	21.30%	63	353 218	17.85% 0.00%	38.29%	-0.465433 1.950274	-1.282963
		MR-8		Enhanced Extended Loops - DS1 Capable	Parity		2				0			0.070/		
	Maintenance and Repair		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
	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
	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	70	0.00%		0	139	0.00%			
	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
	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
	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	123	152	80.92%	39.29%	-0.483975	-1.294236
	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	1,536	0.03%	0.14%						-2.910938
	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,433	0.00%	0.00%						-3
	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%							
	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							
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	ů.	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15022.11	24,204	0.62							
November 2014	ů.	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1656.64	5,177	0.32							
November 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1818.99	5,177	0.35							
November 2014		PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.38	2,186	0.33							
November 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	114.53	881	0.13							
November 2014	ő	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	835.91	2,186	0.38							
November 2014	Ŭ	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2850.76	4,598	0.62							
November 2014	ő	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21341.12	3,923	5.44							
November 2014	-	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	24191.88	4.598	5.26							
November 2014		PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6665.62	10,751	0.62							
November 2014 November 2014	Ŭ	PO-1-IMA GUI PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	-	N/A N/A	6486.00	5,640	1.15							
	-				Diagnostic											
November 2014	Fie-Oldening	FU-1-IIVIA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13151.62	10,751	1.22							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLE	C Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	0	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56397.27	4,482	12.58							
November 2014	0	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12676.90	7,457	1.70							
November 2014	-	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	16121.16	4,071	3.96							
November 2014	U U	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56435.78	5,891	9.58							
November 2014	-	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29559.30	7,989	3.70							
November 2014	0	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	-	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	U U	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	20787.36	5,588	3.72							
November 2014	-	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2017.27	3,307	0.61							
November 2014	0	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	0	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	192	234	82.05%							
November 2014	U U	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	167	237	70.46%							
November 2014	-	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	10	13	76.92%							
November 2014	U U	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	192	195	98.46%							
November 2014	0	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	U U	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	10:33	12	0:53							
November 2014	-	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	105	105	100.00%							
November 2014	U U	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	10	10	100.00%							
November 2014	-	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	181	181	100.00%							
November 2014	U U	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	28	28	100.00%							
November 2014	-	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	2	2	100.00%							
November 2014	0	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	37	37	100.00%							
	U U	BI-2	Invoices Delivered within 10 Days	All	Parity by Design		277	277	100.00%							
	5	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	166,343	166,510	99.90%							
	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	1,756	1,756	100.00%							
	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
	U U	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	1,477	1,477	100.00%							
		DB-1B	All	LIDB	Diagnostic	N/A	3,748,205	3,589,022	1.04							
		DB-1C-1	All	Directory Listing	Diagnostic	N/A	1620.47	8,685	0.19							
October 2014		GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,160	29,160	100.00%							L
October 2014	,	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							L
October 2014		GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,160	29,160	100.00%							L
October 2014		GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
		GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
October 2014		GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
October 2014	, ,	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/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	1	0.00%							4
		MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	2	100.00%	0.00%	49	84	58.33%		-1.181249	
		MR-6A	Mean Time to Restore-Disp w/i 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	00754					
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		00.21		
October 2014		MR-7A	Repair Repeat Rprt Rate-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	33	210	15.71%	36.39%	-0.430763	-1.261886
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%			10.577			1.00577
		MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	67	501			-0.392518	
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		2	221			-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			0.0000/	4
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

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator			EC Standard Deviatior C	TL-Q Numerator C	CTL-Q Denominator		TL-Q Standard Deviatior		
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/I 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 wi TGSR excl	LIS Trunk	Parity	N/A	0	1,560	0.02%	0.11%						-2.936308
October 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2,493	0.00%	0.00%						-
October 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	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	-	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 October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	0	2	100.00%	0.00%	207	04	4.17	5.05	1.112321	-0.323737
							2				204	24.4	02.020/	24.420/	0.500004	4.05047
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	27		96.43%	18.56%	294	314	93.63%	24.42%	-0.580924	-1.353177
October 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord		Benchmark	95.00%	219		100.00%							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	381.52	1.5	0.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1198.25		0.67							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1579.77	2,254	0.70							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	133.42		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		0.62							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00		1.15							
October 2014	Pre-Ordering		Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7023.35		8.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	82.29		0.86							
October 2014 October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE		N/A	79.12		0.82							
October 2014 October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry) Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic Diagnostic	N/A N/A	161.41	96	1.68							
	°				0											
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	220.79		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		1.04							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	8.52		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		1.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	161.73	416	0.39							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7941.44	416	19.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	8103.17	416	19.48							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8533.53	4,625	1.85							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13741.81	3,219	4.27							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	45563.56	4,024	11.32							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	19017.53		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	- 1	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		4.10							
October 2014 October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Folint Induity XML)	XML Request/Response	Diagnostic	N/A	15159.29		4.06							
October 2014 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 October 2014	Pre-Ordering Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Th Reservation XML) Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response		N/A N/A	5825.53		4.78							
	-			I NP	Diagnostic											
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	2.11	Diagnostic	N/A	210		79.55%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	199		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		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							

| Pre-Ordering              | PO-3X  |   
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| 5                         | PU-3X  | Electronic LSRs Rejected Manually   
  | Product Aggregate   | Diagnostic                                       
   | N/A   | 53:22   
   | 22  
  | 2:26   |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5A-(a)  | FOCs on Time for Fully Electronic LSRs  
  | Resale Aggregate  | Benchmark  
   | 95.00%  | 139   
   | 139   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5A-(b)  | FOCs on Time for Fully Electronic LSRs  
  | Unbundled Loop AGG-EELs   | Benchmark  
   | 95.00%  | 13  
   | 13  
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5A-(c)  | FOCs on Time for Fully Electronic LSRs  
  | LNP   | Benchmark  
   | 95.00%  | 200   
   | 200   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5B-(a)  | FOCs on Time for Electronic/Manual LSRs   
  | Resale Aggregate  | Benchmark  
   | 90.00%  | 32  
   | 32  
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5B-(b)  | FOCs on Time for Electronic/Manual LSRs   
  | Unbundled Loop AGG-EELs   | Benchmark  
   | 90.00%  | 3   
   | 3   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5B-(c)  | FOCs on Time for Electronic/Manual LSRs   
  | LNP   | Benchmark  
   | 90.00%  | 48  
   | 48  
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5C-(a)  | FOCs on Time for manual LSRs via Facsimile  
  | Resale Aggregate  | Benchmark  
   | 90.00%  | 1   
   | 1   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5C-(c)  | FOCs on Time for manual LSRs via Facsimile  
  | LNP   | Benchmark  
   | 90.00%  | 1   
   | 1   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Pre-Ordering              | PO-5D  | FOCs provided for ASRs requesting LIS Trunks.   
  | LIS Trunk   | Benchmark  
   | 85.00%  | 7   
   | 7   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Billing                   | BI-2   | Invoices Delivered within 10 Days   
  | All   | Parity by Design                                 
   | N/A   | 203   
   | 203   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
| Billing                   | BI-3A  | Billing Accuracy - Adjustments for Errors   
  | UNEs and Resale Aggregate   | Diagnostic                                       
   | N/A   | 169,065   
   | 169,065   
  | 100.00%  |  |  
   |  |  |   |   |   
  |
|                           | BI-3B  |   
  |   | -  
   | N/A   | 1,482   
   | 1,482   
  | 100.00%  |  |  
   |  |  |   |   | -   
  |
|                           | BI-4A  |   
  |   |  
   | N/A   | 455   
   | 455   
  | 100.00%  | 0.00%  | 6.030  
   | 6.066  | 99.41%   | 7.68%   | -1.589617   | 7 -1.9664   
  |
| -                         | BI-4B  |   
  |   |  
   | N/A   | 1.482   
   | 1.482   
  | 100.00%  |  |  
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| 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   |   
  |
| 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%  | -1  | 1 -1.6079   
  |
| 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   | -1.7153   
  |
| 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  | 2 -1.3507   
  |
| 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  | -0.5686   
  |
| 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  | )   |   
  |
| 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  | )   |   
  |
| 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   | 6 -1.5731   
  |
| 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   | 4 -1.2743   
  |
| Maintenance and Repair    | MR-7B  | Repair Repeat Report Rate-Disp out MSA  
  |   | Parity   
   | N/A   | 0   
   | 1   
  | 0.00%  | 0.00%  | 38   
   | 189  | 20.11%   | 40.08%  | -0.500331   | 1 -1.304  
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   | N/A   | 0   
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   | 198  | 84.85%   | 35.86%  | -0.421514   |   
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  |   | Parity   
   |   | 0   
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  |  | 0.00%  |  
   |  |  |   |   |   
  |
| Network Performance       |  | Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl  
  | LIS Trunk   | Diagnostic                                       
   | N/A   | 0   
   | 1,560   
  | 0.00%  |  |  
   |  |  |   |   |   
  |
| 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%  |  |  
   |  |  |   |   |   
  |
| Ordering and Provisioning | OP-3A  | Dispatches within MSAs  
  | Residence   | Parity   
   | N/A   | 4   
   | 4   
  | 100.00%  | 0.00%  |  
   | 171  | 96.49%   | 18.40%  | -0.377001   |   
  |
| 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   | -1.437  
  |
| Ordering and Provisioning | OP-3C  | No dispatches   
  | Residence   | Parity   
   | N/A   | 13  
   | 13  
  | 100.00%  | 0.00%  | 66   
   | 66   | 100.00%  | 0.00%   |   | [   
  |
| Ordering and Provisioning | OP-3E  | Interval Zone 2 Areas   
  | Unbundled Loop - DS1 Capable  | Parity   
   | N/A   | 1   
   | 1   
  | 100.00%  | 0.00%  |  
   |  |  |   |   |   
  |
| Ordering and Provisioning | OP-3E  | Interval Zone 2 Areas   
  | Unbundled Loop Analog   | Benchmark  
   | 90.00%  | 5   
   | 5   
  | 100.00%  |  |  
   |  |  |   |   | 1   
  |
|                           | OP-4A  | Dispatches within MSAs  
  | Residence   | Parity   
   | N/A   | 14  
   | 2   
  | 7.00   | 1.41   | 432  
   | 116  | 3.72   | 2.20  | 1.625763  | 3 -0.011  
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   | 0   
  |  | 10 08%   | 306  
   | 333  | 92 17%   | 26 97%  | -0.645318   | 3 -1.3923   
  |
| Ordering and Provisioning | OP-5A  | New Service Installation Quality  
  | Unbundled Loop - DS1 Capable  | Parity   
   | N/A   | 1   
   | 1   
  | 100.00%  | 0.00%  | 300  
   | 332  | 52.1770  | 20.07 /   | -0.040310   | -1.5923   
  |
|                           |  |   
  | Chipalialea Loop - DO I Capable   | 1 any  
   | IN/A  | 1   
   | 1   
  | 100.00%  | 0.00%  |  
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|                           | Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Pre-Ordering<br>Billing<br>Billing<br>Billing<br>Billing<br>Billing<br>Database Updates<br>Electronic Gateway Availability<br>Electronic Gateway Availability<br>Electronic Gateway Availability<br>Electronic Gateway Availability<br>Electronic Gateway Availability | Pre-Ordering         PO-5A-(b)           Pre-Ordering         PO-5A-(c)           Pre-Ordering         PO-5B-(a)           Pre-Ordering         PO-5B-(c)           Pre-Ordering         PO-5B-(c)           Pre-Ordering         PO-5B-(c)           Pre-Ordering         PO-5C-(a)           Pre-Ordering         PO-5C-(a)           Pre-Ordering         PO-5C-(a)           Pre-Ordering         PO-5C-(a)           Pre-Ordering         PO-5C-(c)           Pre-Ordering         BI-2           Billing         BI-3A           Billing         BI-3A           Billing         BI-3A           Billing         BI-4A           Database Updates         DB-1B           Database Updates         DB-1C-1           Electronic Gateway Availability         GA-1           Electronic Gateway Availability         GA-3           Electronic Gateway Availability         GA-3           Electronic Gateway Availability         GA-4           Electronic Gateway Availability         GA-7           Maintenance and Repair         MR-5B           Maintenance and Repair         MR-5B           Maintenance and Repair         MR-6E <t< td=""><td>Pre-Ordering         PO-SA-(c)         FOCs on Time for Fully Electronic LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Billing         BI-3         Billing Accuracy - Adjustments for Errors           Billing         BI-4         UNEs and Resale Aggregate           Billing         BI-4         UNEs and Resale Aggregate           Billing         BI-1         All           Database Updates         DB-1B         All           Database Updates         DB-13         All           Electronic Gateway Availability         GA-1         Gateway Availability - LSR           Electronic Gateway Availability         GA-3         Gateway Availability - LSR           Electronic Gateway Availability         GA-3         Gateway Availability - LSR           Electronic Gateway Availability         GA-3</td><td>Pre-Oxtering         PD-5A-(b)         PCC con Time for Fully Electronic LSRa         Unbundiet Loop AGC-ELLa           Pre-Oxtering         PD-5B-(a)         PCCs on Time for Fully Electronic LSRa         Resulte Aggregate           Pre-Oxtering         PD-5B-(a)         PCCs on Time for Electronic Manua LSRa         Webunded Loop AGC-ELLa           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Electronic Manua LSRa via Faccimile         Resulte Aggregate           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Times remeating LSRa via Faccimile         LSP           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Times remeating LSRa via Faccimile         LSP           Billing         Bil-2         Involves Deriveder divitin 10 Days         All           Billing         Bil-3         Billing Accuracy - Adjustments for Errors         Recipocal Compensation           Billing         Bil-4         UHEs and Resulte Aggregate         UHEs and Resulte Aggregate         UHEs and Resulte Aggregate           Billing         Bill-1         All         Diveotory Listing         Diveotory Listing           Database Updates         DB-16         All         Cateway Availability - LSR         SIA           Electronic Cateway Availability - CA         Gateway Availability - LSR         SIA           Electronic Cateway Availability -</td><td>Pro-Oxising         PO-6A-00         PO-SC on Time for Pulp Electronic LSRs         Unbundlet Loop AGG-EELis         Banchmark           Pro-Oxising         PO-6A-01         PO-SC on Time for Electronic/Manual LSRs         Reale Aggregate         Banchmark           Pro-Oxising         PO-5B-01         PO-SC on Time for Electronic/Manual LSRs         Unbundlet Loop AGG-EELis         Banchmark           Pro-Oxising         PO-SC -01         PO-SC on Time for Electronic/Manual LSRs         UNP         Banchmark           Pro-Oxising         PO-SC -01         PO-SC on Time for manual SRs via Fascinille         UNP         Banchmark           Pro-Oxising         PO-SC -01         FO-SC on Time for manual SRs via Fascinille         UNP         Banchmark           Billing         BE-2         Timaces Delavered within 10 Days         All         Nan         Panity Design           Billing         BE-3         Billing Accuracy - Adjustments for Foron         Responzal Compensation         Dagroatic           Billing         BE-4         UREs and Results Aggregate         Dagroatic           Billing         BE-4         Respinot Compensation         Dagroatic           Billing         BE-4         Respinot Compensation         Dagroatic           Billing         BE-4         Gasteway Availabity         CA-1</td><td>Pre-diskingPO-5A-(b)PO-Ca on Time for July Bectonic LSRsNutradia Log. 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        Proceeding         Process Pr</td></t<></td></td></td<></td></t<> | Pre-Ordering         PO-SA-(c)         FOCs on Time for Fully Electronic LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SB-(a)         FOCs on Time for Electronic/Manual LSRs           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Pre-Ordering         PO-SC-(c)         FOCs on Time for manual LSRs via Facsimile           Billing         BI-3         Billing Accuracy - Adjustments for Errors           Billing         BI-4         UNEs and Resale Aggregate           Billing         BI-4         UNEs and Resale Aggregate           Billing         BI-1         All           Database Updates         DB-1B         All           Database Updates         DB-13         All           Electronic Gateway Availability         GA-1         Gateway Availability - LSR           Electronic Gateway Availability         GA-3         Gateway Availability - LSR           Electronic Gateway Availability         GA-3         Gateway Availability - LSR           Electronic Gateway Availability         GA-3 | Pre-Oxtering         PD-5A-(b)         PCC con Time for Fully Electronic LSRa         Unbundiet Loop AGC-ELLa           Pre-Oxtering         PD-5B-(a)         PCCs on Time for Fully Electronic LSRa         Resulte Aggregate           Pre-Oxtering         PD-5B-(a)         PCCs on Time for Electronic Manua LSRa         Webunded Loop AGC-ELLa           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Electronic Manua LSRa via Faccimile         Resulte Aggregate           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Times remeating LSRa via Faccimile         LSP           Pre-Oxtering         PD-5C-(a)         PCCs on Time for Times remeating LSRa via Faccimile         LSP           Billing         Bil-2         Involves Deriveder divitin 10 Days         All           Billing         Bil-3         Billing Accuracy - Adjustments for Errors         Recipocal Compensation           Billing         Bil-4         UHEs and Resulte Aggregate         UHEs and Resulte Aggregate         UHEs and Resulte Aggregate           Billing         Bill-1         All         Diveotory Listing         Diveotory Listing           Database Updates         DB-16         All         Cateway Availability - LSR         SIA           Electronic Cateway Availability - CA         Gateway Availability - LSR         SIA           Electronic Cateway Availability - | Pro-Oxising         PO-6A-00         PO-SC on Time for Pulp Electronic LSRs         Unbundlet Loop AGG-EELis         Banchmark           Pro-Oxising         PO-6A-01         PO-SC on Time for Electronic/Manual LSRs         Reale Aggregate         Banchmark           Pro-Oxising         PO-5B-01         PO-SC on Time for Electronic/Manual LSRs         Unbundlet Loop AGG-EELis         Banchmark           Pro-Oxising         PO-SC -01         PO-SC on Time for Electronic/Manual LSRs         UNP         Banchmark           Pro-Oxising         PO-SC -01         PO-SC on Time for manual SRs via Fascinille         UNP         Banchmark           Pro-Oxising         PO-SC -01         FO-SC on Time for manual SRs via Fascinille         UNP         Banchmark           Billing         BE-2         Timaces Delavered within 10 Days         All         Nan         Panity Design           Billing         BE-3         Billing Accuracy - Adjustments for Foron         Responzal Compensation         Dagroatic           Billing         BE-4         UREs and Results Aggregate         Dagroatic           Billing         BE-4         Respinot Compensation         Dagroatic           Billing         BE-4         Respinot Compensation         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Month PID Category	PID	PID Title	Product Category	Standard		CLEC Numerator	CLEC Denominator	CLEC Result CLEC Standard I	Deviatior CTL-Q Numerat	or CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2014 Ordering and Provisioning		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						
eptember 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						
				0		1356.48		1.08						
September 2014 Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A		1,256							<u> </u>
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						
1	PO-1-XML PO-1-XML			-	N/A	6664.61	1,608	4.14						
September 2014 Pre-Ordering	PO-1-XML PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A			3.89						
September 2014 Pre-Ordering		Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic		22313.04	5,736							L
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							
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%						
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							
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%	4	4	100.00%						
0			All			189	1							
	BI-2	Invoices Delivered within 10 Days		Parity by Design			189							
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% 5,6	96 5,71	7 99.63%	6.05%	-1.227299	-1.74614
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						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CL	EC Standard Deviatior C	TL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
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	-1.53432
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	42	0.00%		7	232				
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		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		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%		
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%		-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		28.93%		
August 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	1,560	0.04%	0.10%						-2.892
August 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	2.493	0.00%	0.00%						-3
August 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	1,560	0.04%	0.0070						Ŭ
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	2,100	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		96.05%	19.47%		
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%		1.200340
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		100.00%	0.00%			100.0070	0.0070		
August 2014 August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%	0.0078						<u> </u>
August 2014 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 August 2014	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	4	1	4.00	0.00	159	53				
August 2014 August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	139	1	100.00%	0.00%		-0.304711
August 2014 August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	17		89.47%	30.69%	256	271	94.46%	22.87%		-0.694742
August 2014 August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	17	19	100.00%	0.00%	200	2/1	94.40%	22.0170	0.502105	-0.094742
August 2014 August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	5	5	100.00%	0.00%	261	278	93.88%	23.96%	-0.565612	-1.343868
August 2014 August 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	268	268	100.00%	0.0078	201	270	33.0078	20.3070	-0.303012	-1.343000
August 2014 August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	95.00%	2572.92	18.378	0.14							
-	-				-		11621.82		0.14							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A		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								
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1430.80	5,110	0.28						(]	<u> </u>
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1568.32	5,110	0.31						l	
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						l	
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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result CLEC Standard Deviatior	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviatio	r Modified Z Score	Parity Score
August 2014	Pre-Ordering F	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 F	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1627.56	6,028	0.27						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5210.74	12,118	0.43						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6838.30	6,028	1.13						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	51.50	1,030	0.05						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	687.90	2,293	0.30						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1300.36	1,102	1.18						
August 2014	Pre-Ordering F	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2039.76	2,293	0.89						
August 2014	Pre-Ordering F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	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 F	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	218	278	78.42%						
August 2014	Pre-Ordering F	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	192	270	71.11%						
August 2014	Pre-Ordering F	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	12	75.00%						
August 2014	Pre-Ordering F	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	218	222	98.20%						
August 2014	Pre-Ordering F	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 F	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	9	9	100.00%						
August 2014	Pre-Ordering F	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	39:41	3	13:14						
August 2014	Pre-Ordering F	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	44:05	28	1:34						
August 2014	Pre-Ordering F	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	127	127	100.00%						
August 2014	Pre-Ordering F	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 F	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	206	206	100.00%						
August 2014	Pre-Ordering F	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	32	32	100.00%						
August 2014	Pre-Ordering F	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 F	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	55	55	100.00%						
August 2014	Pre-Ordering F	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	2	2	100.00%						