

	PID	PID Title	Month	Page	Benchmark	CLEC Result	Qwest Result	Mod Z Score	Parity Score	CLEC Facts
1	PO-2B-2	Electronic Flow-Through for All Eligible LSRs Received via EDI POTs Resale	January	51	90%	30%				7 of 10 LSRs did not flow through
			February	51	90%	50%				1 of 2 LSRs did not flow through
			April	51	90%	75%				1 of 4 LSRs did not flow through
2	PO-2B-2	Electronic Flow-Through for All Eligible LSRs Received via EDI UNE-P POTS	January	54	75%	68.56%				111 of 353 LSRs did not flow through
			February	54	75%	71.38%				83 of 290 LSRs did not flow through
			April	54	75%	69.39%				116 of 379 LSRs did not flow through
3	OP-4C	UNE-P - Average Installation Interval - No Dispatch	January	81	Parity	3.57 days	3.04 days	10.19	5.2	800 CLEC orders; 2,858 days
			February	81	Parity	3.47 days	3.08 days	5.65	2.43	845 CLEC orders; 2,931 days
4	MR-7C	UNE-P - Repair Repeat Report Rate- No Dispatches	January	87	Parity	23.23%	12.75%	2.85	0.73	23 of 99 CLEC reports
	MR-7C*		January	88	Parity	18.84%	13.94%	1.14	-0.31	13 of 69 CLEC reports
	MR-7C		February	87	Parity	19.82%	12.17%	2.29	0.39	22 of 111 CLEC reports
	MR-7C*		February	88	Parity	16.95%	13.19%	0.85	-0.48	10 of 59 CLEC reports
5	OP-4A	UNE-P Centrex - Average Installation Interval- Dispatches within MSAs	January	90	Parity	5.12 days	3.14 days	1.88	0.14	8 CLEC orders; 41 days
			March	90	Parity	31.5 days	3.36 days	3.72	1.26	2 CLEC orders; 63 days
6	MR-8	UNE-P Centrex - Trouble Rate	January	99	Parity	0.57%	0.35%	2.57	0.56	29 of 5,079 CLEC circuits
	MR-8*		January	99	Parity	0.43%	0.29%	1.91	0.16	22 of 5,079 CLEC circuits; 7 of 29 CLEC reports test okay, no trouble found
	MR-8		February	99	Parity	0.49%	0.32%	2.05	0.25	24 of 4,863 CLEC circuits
	MR-8*		February	99	Parity	0.35%	0.25%	1.36	-0.18	17 of 4,863 CLEC circuits; 7 of 24 CLEC reports test okay, no trouble found
	MR-8		March	99	Parity	0.79%	0.34%	5.19	2.16	38 of 4,798 CLEC circuits
	MR-8*		March	99	Parity	0.52%	0.26%	3.54	1.15	25 of 4,798 CLEC circuits; 13 of 38 CLEC reports test okay, no trouble found
	MR-8		April	99	Parity	0.67%	0.35%	3.72	1.26	31 of 4,595 CLEC circuits
	MR-8*		April							
7	OP-3D	EELs Installation Commitments Met - Zone 1	January	101	90%	66.67%				2 of 3 Met
			February	101	90%	80.00%				4 of 5 Met
8	OP-6A-4	Unbundled Loop - Analog- Delayed Days for Non-Facility Reasons - Zone 1	February	110	Parity	6.53 days	3.6 days	1.64	0	15 CLEC orders; 98 days
			April	110	Parity	6.23 days	3.99 days	1.66	0.01	43 CLEC orders; 268 days

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9	MR-5A	Unbundled Loop- DS1 Capable - All Troubles Cleared Within 4 Hours - Zone 1	January	137	Parity	68%	84.04%	2.64	0.61	16 of 50 CLEC repair reports missed
			February	137	Parity	70.00%	85.33%	1.71	0.04	6 of 20 CLEC repair reports missed
10	MR-6D	Unbundled Loop- DS1 Capable - Mean Time to Restore - Zone 1	January	137	Parity	3 hours, 18 minutes	2 hours, 17 minutes	1.9	0.15	50 CLEC reports; 165 hours, 11 minutes
			February	137	Parity	4 hours, 23 minutes	1 hour, 54 minutes	2.88	0.75	20 CLEC reports; 87 hours, 50 minutes
			March	137	Parity	5 hours, 9 minutes	2 hours, 25 minutes	2.65	0.61	47 CLEC reports; 241 hours, 44 minutes
11	MR-8	Unbundled Loop- DS1 Capable - Trouble Rate	January	139	Parity	2.59%	1.50%	4.17	1.53	58 of 2,237 CLEC circuits
	MR-8*		January	139	Parity	2.15%	0.90%	6.13	2.72	48 of 2,237 CLECCircuits; 10 of 58 CLEC reports test okay, no trouble found
	MR-8		March	139	Parity	1.97%	1.53%	1.74	0.06	49 of 2,482 CLEC circuits
	MR-8*		March	139	Parity	1.65%	0.95%	3.51	1.14	41 of 2,482 CLECCircuits; 8 of 49 CLEC reports test okay, no trouble found
12	OP-5	Unbundled Loop - ISDN Capable - New Service Installation Quality	March	142	Parity	84.96%	97.08%	4.48	1.72	17 of 113 CLEC installations reported trouble
	OP-5*		March	142	Parity	88.50%	98.64%	4.48	1.72	13 of 113 CLEC installations reported trouble; 4 of 17 CLEC reports test okay, no trouble found
	OP-5		April	142	Parity	93.46%	98.00%	2.28	0.39	7 of 107 CLEC installations reported trouble
	OP-5*		April	142	Parity					
13	MR-6D	Unbundled Loop - ISDN Capable - Mean time to Restore - Zone 1	January	144	Parity	4 hours, 4 minutes	1 hour, 57 minutes	1.96	0.19	7 CLEC reports; 28 hours, 30 minutes
			April	144	Parity	3 hours, 27 minutes	1 hour, 57 minutes	1.67	0.02	20 CLEC reports; 69 hours, 8 minutes
14	OP-5	Unbundled Loop - ADSL Qualified - New Service Installation Quality	February	150	Parity	88.00%	99.39%	3.41	1.07	3 of 25 CLEC installations reported trouble
	OP-5*		February	150	Parity	92.00%	99.39%	2.52	0.53	2 of 25 CLEC installations reported trouble; 1 CLEC report test okay, no trouble found
	OP-5		March	150	Parity	90.91%	98.18%	2.23	0.35	3 of 33 CLEC installations reported trouble
	OP-5*		March	150	Parity	96.97%	98.57%	0.71	-0.57	1 of 33 CLEC installations reported trouble; 2 of 3 CLEC reports test okay, no trouble found
15	MR-6C	Line Sharing Repair - Mean Time to Restore - No Dispatches	January	175	Parity	12 hours, 27 minutes	6 hours, 3 minutes	3.09	0.88	45 CLEC reports, 560 hours, 35 minutes
			February	175	Parity	11 hours, 19 minutes	5 hours, 50 minutes	2.14	0.3	13 CLEC reports, 147 hours, 1 minute

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16	MR-8	Unbundled Transport - Above DS1 Level - Trouble Rate	February	193	Parity	1.25%	0.31%	1.87	0.14	3 of 240 CLEC circuits
	MR-8*		February	193	Parity	1.25%	0.19%	2.33	0.42	3 of 240 CLEC circuits
	MR-8		March	193	Parity	2.30%	0.44%	2.77	0.69	5 of 217 CLEC circuits
	MR-8*		March	193	Parity	2.30%	0.22%	3.48	1.11	5 of 217 CLEC circuits
17	OP-5	Business - Resale - New Service Installation Quality	January	226	Parity	66.04%	84.22%	3.24	0.97	18 of 53 CLEC installations reported trouble
	OP-5*		January	226	Parity	77.36%	88.27%	2.23	0.36	12 of 53 CLEC installations reported trouble; 6 CLEC reports test okay, no trouble found
	OP-5		February	226	Parity	74.39%	84.76%	2.41	0.47	21 of 82 CLEC installations reported trouble
	OP-5*		February	226	Parity	76.83%	88.31%	2.89	0.76	19 of 82 CLEC installations reported trouble; 2 CLEC reports test okay, no trouble found
18	MR-7C	Business Resale - Repair Repeat Report Rate - No Dispatches	February	231	Parity	25%	12.96%	2.2	0.34	12 of 48 CLEC reports
	MR-7C*		February	232	Parity	20.51%	12.80%	1.31	-0.2	8 of 39 CLEC reports
	MR-7C		March	231	Parity	34.78%	12.69%	4.52	1.75	24 of 69 CLEC reports
	MR-7C*		March	232	Parity	34.04%	13.02%	3.52	1.14	16 of 47 CLEC reports
	MR-7C		April	231	Parity	25.00%	11.87%	2.35	0.43	11 of 44 CLEC reports
	MR-7C*		April		Parity					
19	MR-8	Business Resale - Trouble Rate	January	232	Parity	0.95%	0.76%	1.8	0.1	65 reports of 6,807 CLEC circuits
	MR-8*		January	232	Parity	0.63%	0.58%	0.51	-0.69	43 reports of 6,807 CLEC circuits; 22 of 65 CLEC reports test okay, no trouble found
	MR-8		February	232	Parity	0.89%	0.60%	3.39	1.06	74 reports of 8,269 CLEC circuits
	MR-8*		February	232	Parity	0.75%	0.46%	3.81	1.31	62 reports of 8,269 CLEC circuits; 12 of 74 CLEC reports test okay, no trouble found
	MR-8		March	232	Parity	1.22%	0.67%	6.15	2.74	102 reports of 8,371 CLEC circuits
	MR-8*		March	232	Parity	0.91%	0.50%	5.24	2.19	76 reports of 8,371 CLEC circuits
	MR-8		April	232	Parity	0.79%	0.62%	2.11	0.28	79 reports of 10,061 CLEC circuits
	MR-8*		April		Parity					

	PID	PID Title	Month	Page	Benchmark	CLEC Result	Qwest Result	Mod Z Score	Parity Score	CLEC Facts
20	MR-7A	Centrex Resale - Repair Repeat Report Rate - Dispatches within MSAs	January	239	Parity	26.09%	8.25%	2.35	0.43	6 of 23 CLEC reports
	MR-7A*		January	240	Parity	26.32%	9.04%	2.03	0.23	5 of 19 CLEC reports
	MR-7A		February	239	Parity	30.77%	11.96%	1.73	0.05	4 of 13 CLEC reports
	MR-7A*		February	240	Parity	30.00%	9.80%	1.7	0.03	3 of 10 CLEC reports
	MR-7A		March	239	Parity	25.00%	7.39%	2.54	0.55	7 of 28 CLEC reports
	MR-7A*		March	240	Parity	22.73%	7.41%	2	0.22	5 of 22 CLEC reports
21	MR-8	Centrex Resale - Trouble Rate	January	243	Parity	0.53%	0.35%	2.43	0.48	38 of 7,204 CLEC circuits
	MR-8*		January	243	Parity	0.39%	0.29%	1.57	-0.05	28 of 7,204 CLEC circuits; 10 of 38 CLEC reports test okay, no trouble found
	MR-8		March	243	Parity	0.64%	0.34%	3.67	1.23	36 of 5,656 CLEC circuits
	MR-8*		March	243	Parity	0.48%	0.26%	3.2	0.94	27 of 5,656 CLEC circuits; 9 of 36 CLEC reports test okay, no trouble found
	MR-8		April	243	Parity	0.64%	0.35%	2.73	0.66	20 of 3,145 CLEC circuits
	MR-8*		April		Parity					
22	OP-5	DS1 Resale - New Service Installation Quality	January	313	Parity	28.57%	95.34%	4.61	1.8	5 CLEC reports of 7 CLEC circuits
	OP-5*		January	313	Parity	42.86%	97.67%	4.42	1.69	4 CLEC reports of 7 CLEC circuits; 1 CLEC report test okay, no trouble found
	OP-5		March	313	Parity	0.00%	94.08%	1.89	0.15	1 CLEC report of 1 CLEC circuit
	OP-5*		March	313	Parity	0.00%	97.04%	2.18	0.33	1 CLEC report of 1 CLEC circuit
	OP-5		April	313	Parity	0.00%	93.08%	1.82	0.11	1 CLEC report of 1 CLEC circuit
	OP-5*		April	313						
23	MR-8	DS1 Resale - Trouble Rate	January	317	Parity	12.28%	1.50%	5.98	2.64	14 of 114 CLEC circuits
	MR-8*		January	317	Parity	5.26%	0.90%	3.41	1.08	6 of 114 CLEC circuits; 8 of 14 CLEC reports test okay, no trouble found
	MR-8		February	317	Parity	4.92%	1.31%	2.72	0.66	6 of 122 CLEC circuits
	MR-8*		February	317	Parity	0.82%	0.70%	0.27	-0.84	1 of 122 CLEC circuits; 5 of 6 CLEC reports test okay, no trouble found
	MR-8		March	317	Parity	8.33%	1.53%	4.27	1.6	10 of 120 CLEC circuits
	MR-8*		March	317	Parity	4.17%	0.95%	2.71	0.65	5 of 120 CLEC circuits; 5 of 10 CLEC reports test okay, no trouble found
	MR-8		April	317	Parity	6.38%	1.66%	3.38	1.06	9 of 141 CLEC circuits
	MR-8*		April		Parity					

<b>Retail Facts</b>
21,564 retail orders; 65,459 days
20,589 retail orders; 63,313 days
934 of 7,326 retail reports
434 of 3,113 retail reports
842 of 6,919 retail reports
406 of 3,078 retail reports
317 retail orders; 994 days
329 retail orders; 1,105 days
339 of 96,345 retail circuits
276 of 96,345 retail circuits; 63 of 339 retail reports test okay, no trouble found
312 of 96,760 retail circuits
242 of 96,760 retail circuits; 70 of 242 retail reports test okay, no trouble found
332 of 96,805 retail circuits
248 of 96,805 retail circuits; 84 of 332 retail reports test okay, no trouble found
340 of 98,454 retail circuits
606 retail orders; 2,181 days
384 retail orders; 1,533 days

<b>Retail Facts</b>
75 of 470 retail repair reports missed
60 of 409 retail repair reports missed
470 retail reports; 1,076 hours, 2 minutes
409 retail reports; 777 hours, 27 minutes
449 retail reports; 1,084 hours, 30 minutes
700 of 46,759 retail circuits
419 of 46,759 retail circuits; 281 of 700 retail reports test okay, no trouble found
710 of 46,315 retail circuits
440 of 46,315 retail circuits; 270 of 710 retail reports test okay, no trouble found
15 of 514 retail installations reported trouble
7 of 514 retail installations reported trouble; 8 of 15 retail reports test okay, no trouble found
10 of 499 retail installations reported trouble
165 retail reports; 321 hours, 33 minutes
179 retail reports; 349 hours, 16 minutes
8 of 1,303 retail installations reported trouble
8 of 1,303 retail installations reported trouble
23 of 1,261 retail installations reported trouble
18 of 1,261 retail installations reported trouble; 5 of 23 retail reports test okay, no trouble found
7,326 retail reports, 44,284 hours, 3 minutes
6,919 retail reports, 40,364 hours, 56 minutes

<b>Retail Facts</b>
10 of 3,197 retail circuits
6 of 3,197 retail circuits; 4 of 10 retail reports test okay, no trouble found
14 of 3,215 retail circuits
7 of 3,215 retail circuits; 7 of 14 retail reports test okay, no trouble found
561 of 3,554 retail installations reported trouble
417 of 3,554 retail installations reported trouble; 144 retail reports test okay, no trouble found
563 of 3,694 retail installations reported trouble
432 of 3,694 retail installations reported trouble; 131 retail reports test okay, no trouble found
119 of 918 retail reports
65 of 508 retail reports
145 of 1,143 retail reports
82 of 630 retail reports
108 of 910 retail reports
3,489 reports of 457,069 retail circuits
2,670 reports of 457,069 retail circuits; 819 of 3,489 retail reports test okay, no trouble found
2,721 reports of 451,004 retail circuits
2,088 reports of 451,004 retail circuits; 633 of 2,721 retail reports test okay, no trouble found
3,004 reports of 450,684 retail circuits
2,253 reports of 450,684 retail circuits; 751 of 3,004 retail reports test okay, no trouble found
2,766 reports of 447,237 retail circuits

<b>Retail Facts</b>
17 of 206 retail reports
15 of 166 retail reports
22 of 184 retail reports
15 of 153 retail reports
13 of 176 retail reports
10 of 135 retail reports
339 of 96,345 retail circuits
276 of 96,345 retail circuits; 63 of 339 retail reports test okay, no trouble found
332 of 96,805 retail circuits
248 of 96,805 retail circuits; 84 of 332 retail reports test okay, no trouble found
340 of 98,454 retail circuits
48 retail reports of 1,031 retail circuits
24 retail reports of 1,031 retail circuits; 24 of 48 retail reports test okay, no trouble found
48 retail reports of 811 retail circuits
24 retail reports of 811 retail circuits; 24 of 48 retail reports test okay, no trouble found
61 retail reports of 881 retail circuits
700 of 46,759 retail circuits
419 of 46,759 retail circuits; 281 of 700 retail reports test okay, no trouble found
609 of 46,566 retail circuits
324 of 46,566 retail circuits; 285 of 609 retail reports test okay, no trouble found
710 of 46,315 retail circuits
440 of 46,315 retail circuits; 270 of 710 retail reports test okay, no trouble found
767 of 46,306 retail circuits