Qwest Corporation (Qwest or CTL-Q) Performance Results

Washington
July 2014 - July 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.

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,700	1,700	100.00%							
July 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,547,883	1,547,981	99.99%							
July 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,353	16,353	100.00%							
July 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,287	3,298	99.67%	5.77%	85,538	86,235	99.19%	8.95%	-2.988145	-2.816663
July 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,353	16,353	100.00%							
July 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	4	4	100.00%							
July 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	7311.01	44,596	0.16							
July 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%							
July 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
July 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	20	26	76.92%	42.13%	-0.316302	-1.192298
July 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%						
July 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	5	12	41.67%							
July 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	11	17	64.71%							
July 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	21	32	65.63%	47.50%	19	25	76.00%	42.71%	0.553112	-0.663732
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	4	75.00%	43.30%	18	23	78.26%	41.25%	-0.409666	-1.249059
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	2	50.00%							
July 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	4	12	33.33%	47.14%	18	23	78.26%	41.25%	2.235785	0.359261
July 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	4	50.00%	50.00%	284	684	41.52%	49.28%	-0.343165	-1.208629
July 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	2	4	50.00%	50.00%	1,714	4,698	36.48%	48.14%	-0.561325	-1.341261
July 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	103:14	4	25:48	15:12	39099:09	977	40:01	40:20	-0.70315	-1.427485
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:40	8	3:35	1:22	70:33	17	4:09	3:36	-0.366842	-1.223024
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:40	2	0:20	0:00						
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	88:02	12	7:20	6:22	5:53	1	5:53	0:00		
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	77:23	17	4:33	6:13	5:53	1	5:53	0:00		
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	127:13	32	3:59	2:35	72:07	17	4:15	3:33	-0.249757	-1.151842
July 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	427:33	48	8:54	8:59	173955:15	3,611	48:10	62:05	-4.352986	-3.646428
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12:19	4	3:05	1:27	53:10	18	2:57	2:03	0.105474	-0.935877
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9:12	2	4:36	1:05						
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	68:43	12	5:44	3:38	53:10	18	2:57	2:03	2.512144	0.527275
July 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	44:25	7	6:21	5:03	39639:40	1,011	39:13	40:11	-2.156303	-2.310939
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	12	2,074	0.58%	7.58%	49	3,111	1.58%	12.45%	-2.823196	-2.716381
July 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	77,455	0.00%	0.51%	0	63,931	0.00%			
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	64	0.00%		4,190	393,537	1.06%	10.26%	-0.829838	-1.504506
July 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	4	199	2.01%	14.03%	53	3,381	1.57%	12.42%	0.274934	-0.832852
July 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	3,533	0.34%	5.82%	1	1,273	0.08%	2.80%	2.850926	0.73324
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	19	15,593	0.12%	3.49%	1	1,274	0.08%	2.80%	0.531302	-0.676992
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	44	5,758	0.76%	8.71%	48	3,017	1.59%	12.51%	-2.940125	-2.787469
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	34	0.00%		53	3,379	1.57%	12.43%	-0.73239	-1.445261
July 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	55	30,080	0.18%	4.27%	4,989	573,724	0.87%	9.28%	-12.50471	-8.602324
July 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	16	36,216	0.04%	0.40%						-2.871213
July 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,423	0.01%	0.06%						-2.980314
July 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	16	36,216	0.04%							
July 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,423	0.01%							
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	52	1	52.00	0.00						
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	184	7	26.29	48.84						
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	108	1	108.00	0.00	399	6	66.50	83.42	0.687131	-0.582254
July 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	51	4	12.75	8.50	55,204	483	114.29	121.33	-1.666932	-2.013423
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	3	7	42.86%	49.49%						
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	6	6	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	3	4	75.00%	43.30%	209	483	43.27%	49.55%	1.774382	0.078748
July 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	1,726	1,730	99.77%	4.80%	-0.068041	-1.041366
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	5	80.00%							
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	29	29	100.00%	0.00%	8	9	88.89%	31.43%	-0.926581	-1.563321
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	227	245	92.65%							
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	70	75	93.33%	24.94%	14	16	87.50%	33.07%	-0.640513	-1.389404
July 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	101	106	95.28%							
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	11	11	100.00%							
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	14	14	100.00%	0.00%						
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	32	32	100.00%							
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	2	2	100.00%	0.00%		
July 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	5	5	100.00%							
July 2015	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	2	2	1.00	0.00	648	587	1.10	1.09	-0.134945	-1.082041
July 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	44	3	14.67							
July 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	5	2	2.50							
July 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	639	191	3.35							
July 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	376	69	5.45							
July 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	366	91	4.02							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	44	10	4.40							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	96	32	3.00							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	23	5	4.60							
July 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	28	6	4.67							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	6	100.00%							
July 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	5,829	5,830	99.98%							
July 2015	Pre-Ordering	PO-1-IMA GUI	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 (Facility Assignment)	REQUEST	Diagnostic	N/A	350.80	1,754	0.20							
July 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5140.08	1,298	3.96							
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 (Facility Check XML)	XML Request/Response	Diagnostic	N/A	51099.68	4,904	10.42							
July 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30500.30	6,854	4.45							
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							
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	4.32							
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							
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							
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							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,020	3,673	82.22%							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	72	181	39.78%							
July 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	684	842	81.24%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,020	3,042	99.28%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	72	72	100.00%							
July 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	684	687	99.56%							
July 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	64:38	4	16:09							
July 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	312:21	151	2:04							
July 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	57	57	100.00%							
July 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	637	637	100.00%							
July 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,778	2,778	100.00%							
July 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	30	30	100.00%							
July 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	325	343	94.75%							
July 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	614	614	100.00%							
July 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	5	5	100.00%							
July 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	79	80	98.75%							
July 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	34	58	58.62%	49.25%	9	105	8.57%	27.99%	-10.928107	-7.643817
June 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,562	1,562	100.00%							
June 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,525,050	1,525,093	100.00%							
June 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,275	16,275	100.00%							
June 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,263	4,269	99.86%	3.75%	73,165	73,738	99.22%	8.78%	-4.604913	-3.799589
June 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,275	16,275	100.00%							
June 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	6	6	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	16233.92	61,103	0.27							
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-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	15	60.00%	48.99%	16	18	88.89%	31.43%	1.522356	-0.074473
June 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	8	50.00%							
June 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	24	33	72.73%							
June 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	18	34	52.94%	49.91%	13	15	86.67%	33.99%	1.990846	0.210348
June 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	0	1	0.00%							
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	3	100.00%	0.00%	17	31	54.84%	49.77%	-1.500865	-1.912461
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	5	7	71.43%							
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	3	4	75.00%							
June 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	8	62.50%	48.41%	17	31	54.84%	49.77%	-0.388212	-1.236016

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	7	9	77.78%	41.57%	370	712	51.97%	49.96%	-1.540184	-1.936366
June 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,025	4,345	46.61%	49.88%	-1.070241	-1.65066
June 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	26:22	1	26:22	0:00	109790:44	2,736	40:08	36:03	-0.381624	-1.232011
June 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	3:13	1	3:13	0:00	29732:54	658	45:11	57:55	-0.72421	-1.440288
June 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	21:01	1	21:01	0:00	35455:40	794	44:39	57:02	-0.414144	-1.251782
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	57:29	15	3:50	1:41	44:53	11	4:05	2:19	-0.270343	-1.164357
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:32	8	4:19	2:13	14:43	2	7:21	3:17	-1.170128	-1.711387
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	141:16	33	4:17	5:09	14:43	2	7:21	3:17	-1.285289	-1.7814
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	212:10	34	6:14	8:57	41:47	9	4:39	2:02	0.646431	-0.606998
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi	Parity	N/A	5:31	1	5:31	0:00	44:53	11	4:05	2:19	0.755415	-0.54074
June 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	494:20	47	10:31	14:05	131566:19	3,438	38:16	36:19	-5.203471	-4.163486
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8:29	3	2:50	1:12	145:53	29	5:02	3:33	-1.02508	-1.623204
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:12	7	4:53	3:10						
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	15:04	4	3:46	2:18						
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	43:17	8	5:25	5:43	145:53	29	5:02	3:33	0.313369	-0.809485
June 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	98:59	11	9:00	6:49	36098:49	827	43:39	56:19	-2.027056	-2.232363
June 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	309	2,881	10.73%	30.94%	-0.346552	-1.210689
June 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	92	693	13.28%	33.93%	-0.39097	-1.237693
June 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	3	16	18.75%	39.03%	0.721522	-0.561346
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	15	6.67%	24.94%	2	18	11.11%	31.43%	-0.40452	-1.245931
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	8	0.00%	0.00%	0	2	0.00%	0.00%		
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	33	3.03%	17.14%	0	2	0.00%	0.00%	-1.57922	-1.960097
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	34	17.65%	38.12%	2	18	11.11%	31.43%	0.185963	-0.886943
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	2	18	11.11%	31.43%	-0.344124	-1.209212
June 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	4	47	8.51%	27.90%	413	3,750	11.01%	31.31%	-0.544666	-1.331133
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	5	31	16.13%	36.78%	0.119246	-0.927503
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%						
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	4	0.00%	0.00%						
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	5	31	16.13%	36.78%	-0.248814	-1.151268
June 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	11	9.09%	28.75%	107	902	11.86%	32.33%	-0.282572	-1.171791
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	18	2,114	0.85%	9.19%	49	3,210	1.53%	12.26%	-1.965591	-2.194994
June 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	75,697	0.00%		0	65,155	0.00%			
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	62	3.23%	17.67%	3,815	398,170	0.96%	9.74%	1.178201	-0.283705
June 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	199	0.50%	7.07%	49	3,479	1.41%	11.78%	-1.054765	-1.641252
June 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	3,618	0.41%	6.43%	2	1,287	0.16%	3.94%	2.027404	0.232574
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	37	15,715	0.24%	4.85%	2	1,287	0.16%	3.94%	0.700867	-0.573903
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	42	5,815	0.72%	8.47%	46	3,114	1.48%	12.06%	-2.818067	-2.713263
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	36	2.78%	16.43%	49	3,477	1.41%	11.79%	0.241229	-0.853343
June 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	58	30,481	0.19%	4.36%	4,652	579,440	0.80%	8.92%	-11.68064	-8.101325
June 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	2,528	2,881	87.75%	32.79%	-0.373614	-1.227141
June 2015	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	584	693	84.27%	36.41%	-0.431712	-1.262462
June 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	12	36,072	0.03%	0.20%						-2.903094
June 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,279	0.00%	0.04%						-2.990349
June 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	16	36,144	0.04%							
June 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,279	0.00%							
June 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	60	3	20.00	16.46						
June 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	3	1	3.00							
June 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	278	8	34.75	29.28						
June 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	140	3	46.67	34.06	260	6	43.33	83.93	0.212137	-0.87103
June 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2	2	1.00	1.41	52,570	476	110.44	114.02	-1.354594	-1.823534
June 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%						
June 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	7	8	87.50%	33.07%						
June 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	6	6	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	2	0.00%	0.00%	208	476	43.70%	49.60%	-1.24328	-1.75586
June 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	9	9	100.00%							
June 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	16	17	94.12%	23.53%	6	9	66.67%	47.14%	-1.412613	-1.858808
June 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	254	268	94.78%							
June 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	41	43	95.35%	21.06%	0	1	0.00%	0.00%		
June 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	88	95	92.63%							
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	16	18	88.89%							
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	16	17	94.12%	23.53%	8	8	100.00%	0.00%	-0.467699	-1.284341
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	25	33	75.76%							
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	4	5	80.00%	40.00%	4	8	50.00%	50.00%	-1.05247	-1.639856
June 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	20	25	80.00%							
June 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	21	5	4.20							
June 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	576	194	2.97							
June 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	186	40	4.65							
June 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	432	92	4.70							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	88	16	5.50							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	103	29	3.55							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	26	5	5.20							
June 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	133	24	5.54							
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	36	36	100.00%	0.00%	20	20	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	329	335	98.21%	13.26%	2	2	100.00%	0.00%	-1.807485	-2.098873
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	46	48	95.83%	19.98%	10	10	100.00%	0.00%	-0.474408	-1.28842
June 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	118	120	98.33%	12.80%	3,035	3,225	94.11%	23.55%	-1.929913	-2.173304
June 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2	2	100.00%							
June 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	19,304	19,304	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	768.36	6,403	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	6,403	1.63							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	709.50	3,225	0.22							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	945.75	3,225	0.29							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1704.71	3,479	0.49							
June 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18717.02	3,479	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							
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							
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							
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							
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							
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	3.46							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,853	3,602	79.21%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	51	93	54.84%							
June 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	720	883	81.54%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,853	2,878	99.13%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	51	51	100.00%							
June 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	720	724	99.45%							
June 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	82:59	7	11:51							
June 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	501:11	214	2:21							
June 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	42	42	100.00%							
June 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	652	652	100.00%							
June 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,596	2,596	100.00%							
June 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	19	19	100.00%							
June 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	299	308	97.08%							
June 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	683	683	100.00%							
June 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	11	11	100.00%							
June 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	43	43	100.00%							
June 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	19	72	26.39%	44.07%	7	93	7.53%	26.38%	-4.554475	-3.768924
June 2015	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	5	0.00%	0.00%		
May 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,666	1,666	100.00%							
May 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,548,696	1,548,767	100.00%							
May 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	17,510	17,510	100.00%							
May 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,321	3,325	99.88%	3.47%	65,583	66,120	99.19%	8.98%	-4.337199	-3.63683
May 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	17,510	17,510	100.00%							
May 2015	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
May 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
May 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,801,612	4,595,642	1.04							
May 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	9144.63	74,892	0.12							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,795	29,880	99.72%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,880	29,880	100.00%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,692	42,840	99.65%							
May 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,417	41,565	99.64%							
May 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,600	21,600	100.00%							
May 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
May 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	17	64.71%	47.79%	11	24	45.83%	49.83%	-1.194846	-1.726415
May 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	6	16.67%							
May 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	14	23	60.87%							
May 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	29	45	64.44%	47.87%	10	21	47.62%	49.94%	-1.274771	-1.775006
May 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	5	40.00%	48.99%	21	27	77.78%	41.57%	1.172239	-0.287329
May 2015	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%		
May 2015	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%							
May 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%	21	27	77.78%	41.57%	-0.109789	-1.066747
May 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	4	4	100.00%	0.00%	383	609	62.89%	48.31%	-1.53131	-1.930971

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	65:46	17	3:52	2:58	123:36	21	5:53	3:22	-1.840114	-2.11871
May 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	121:09	6	20:11	35:54	7:56	1	7:56	0:00		
May 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	109:42	23	4:46	3:35	7:56	1	7:56	0:00		
May 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	169:37	45	3:46	2:35	101:45	18	5:39	3:05	-2.195817	-2.334962
May 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	426:55	46	9:17	10:03	93644:52	3,171	29:32	32:53	-4.14742	-3.521453
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	33:05	5	6:37	6:18	100:17	25	4:01	4:32	1.066938	-0.351348
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	1:23	1	1:23	0:00	1:24	1	1:24	0:00		
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5:15	1	5:15	0:00						
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:10	5	3:26	2:17	100:17	25	4:01	4:32	-0.259793	-1.157943
May 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	49:05	12	4:05	2:44	23877:57	796	30:00	34:29	-2.583731	-2.570797
May 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	17	0.00%	0.00%	4	24	16.67%	37.27%	-1.41076	-1.857681
May 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	6	0.00%	0.00%	0	1	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	23	8.70%	28.18%	0	1	0.00%	0.00%	-1.382994	-1.840801
May 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	45	22.22%	41.57%	4	24	16.67%	37.27%	0.212375	-0.870885
May 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	46	13.04%	33.68%	328	3,504	9.36%	29.13%	0.639401	-0.611272
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	7	27	25.93%	43.82%	-1.215139	-1.738752
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	1	0.00%	0.00%						
May 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%	7	27	25.93%	43.82%	-1.215139	-1.738752
May 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	93	844	11.02%	31.31%	-1.210449	-1.735901
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	2,119	1.04%	10.14%	51	3,258	1.57%	12.41%	-1.52168	-1.925116
May 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	75,261	0.00%	0.36%	2	65,216	0.00%	0.55%	-0.586656	-1.356662
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	62	0.00%		3,600	402,578	0.89%	9.41%	-0.747893	-1.454686
May 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	193	0.00%		51	3,534	1.44%	11.93%	-1.636969	-1.995207
May 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6	3,702	0.16%	4.02%	1	1,308	0.08%	2.76%	0.963071	-0.414494
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	15,713	0.15%	3.91%	1	1,308	0.08%	2.76%	0.959097	-0.416911
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	50	5,869	0.85%	9.19%	48	3,166	1.52%	12.22%	-2.46495	-2.498583
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	36	0.00%		51	3,532	1.44%	11.93%	-0.722574	-1.439294
May 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	58	31,007	0.19%	4.32%	4,348	584,837	0.74%	8.59%	-11.114566	-7.757176
May 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	10	36,144	0.03%	0.26%						-2.916355
May 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	13,255	0.00%	0.05%						-2.990005
May 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	10	36,144	0.03%							
May 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	13,255	0.00%							
May 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	78	3	26.00	32.05	12	2	6.00	0.00		
May 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	6	1	6.00							
May 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	123	19	6.47	19.13						
May 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	70	2	35.00	41.01	240	3	80.00	95.69	-0.51517	-1.313201
May 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%	0	2	0.00%	0.00%		
May 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	17	19	89.47%	30.69%						
May 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	2	50.00%	50.00%	3	3	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,603	1,608	99.69%	5.57%	-0.055832	-1.033943
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	3	66.67%							
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	9	9	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	8	75.00%							
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	302	307	98.37%							
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	66	69	95.65%	20.39%	9	15	60.00%	48.99%	-2.55453	-2.553044
May 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	80	81	98.77%							
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	11	12	91.67%							
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	4	4	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	17	17	100.00%							
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	6	12	50.00%	50.00%	1	3	33.33%	47.14%	-0.547723	-1.332992
May 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	10	12	83.33%							
May 2015	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	566	522	1.08	0.42	-0.200081	-1.12164
May 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	14	3	4.67							
May 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	63	8	7.88							
May 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	584	193	3.03							
May 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	198	49	4.04							
May 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	313	78	4.01							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	56	12	4.67							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	21	7	3.00							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	68	11	6.18							
May 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	62	12	5.17							
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	14	14	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,697	3,994	92.56%	26.24%	-0.2834	-1.172295
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	8	87.50%	33.07%	2	2	100.00%	0.00%	-0.841621	-1.511669
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	323	333	97.00%	17.07%	2	2	100.00%	0.00%	-1.564099	-1.950905
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	81	81	100.00%	0.00%	18	18	100.00%	0.00%		
May 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	95	97	97.94%	14.21%	2,807	2,985	94.04%	23.68%	-1.596848	-1.970814
May 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,168	3,170	99.94%							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2393.30	18,410	0.13							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	9971.50	12,950	0.77							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	12364.80	18,410	0.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	741.75	3,225	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	967.59	3,225	0.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	1843.87	3,479	0.53							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18960.55	3,479	5.45							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20804.42	3,479	5.98							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	8610.80	6,640	1.30							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1305.00	1,450	0.90							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1943.12	908	2.14							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	3248.12	1,450	2.24							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1332.39	5,793	0.23							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5341.23	10,473	0.51							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6673.62	5,793	1.15							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	278.40	870	0.32							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	279.12	2,326	0.12							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2427.92	2,326	1.04							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1369.18	4,027	0.34							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	37943.50	2,051	18.50							
May 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	39312.68	4,027	9.76							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10828.18	6,523	1.66							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	12995.50	3,713	3.50							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	49807.60	4,780	10.42							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30785.74	6,781	4.54							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	25799.20	1,360	18.97							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5312.00	1,280	4.15							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19800.00	5,280	3.75							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2036.80	2,546	0.80							
May 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5958.12	1,722	3.46							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,749	3,279	83.84%							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	51	113	45.13%							
May 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	593	771	76.91%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,749	2,759	99.64%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	51	52	98.08%							
May 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	593	597	99.33%							
May 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	93:03	6	15:31							
May 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	433:34	190	2:17							
May 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	39	39	100.00%							
May 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	490	494	99.19%							
May 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,494	2,496	99.92%							
May 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	34	34	100.00%							
May 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	317	338	93.79%							
May 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	469	469	100.00%							
May 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	5	5	100.00%							
May 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	45	45	100.00%							
May 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	53	81	65.43%	47.56%	10	75	13.33%	33.99%	-9.564072	-6.814543
April 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,582	1,582	100.00%							
April 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,564,849	1,564,849	100.00%							
April 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	17,199	17,199	100.00%							
April 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,631	3,633	99.94%	2.35%	66,738	67,287	99.18%	9.00%	-4.965642	-4.018896
April 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	17,199	17,199	100.00%							
April 2015	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
April 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	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	6730.39	42,955	0.16							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	28,080	28,080	100.00%							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
April 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	28,080	28,080	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
April 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
April 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
April 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
April 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	15	40.00%	48.99%	12	17	70.59%	45.56%	1.385438	-0.157713
April 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	0	1	0.00%	0.00%		
April 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	3	33.33%							
April 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	16	22	72.73%							
April 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	32	48	66.67%	47.14%	12	17	70.59%	45.56%	-0.022211	-1.013504
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	12	75.00%	43.30%	20	23	86.96%	33.68%	0.442718	-0.730846
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
April 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	20	23	86.96%	33.68%	-0.039315	-1.023902
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%	432	713	60.59%	48.87%	-1.138985	-1.692454
April 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,441	4,373	55.82%	49.66%	-0.889549	-1.540808
April 2015	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	20:15	1	20:15	0:00	23693:38	802	29:33	26:56	-0.344737	-1.209585
April 2015	Maintenance and Repair	MR-6C	Mean Time to Restore no dispatch	Residence	Parity	N/A	68:36	1	68:36	0:00	3649:39	197	18:32	30:08	1.589268	-0.033794
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	4:17	1	4:17	0:00	70:28	16	4:24	3:21	-0.034935	-1.021239
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	132:37	15	8:50	9:49	65:54	14	4:42	3:30	1.522036	-0.074668
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:29	1	0:29	0:00	5:18	1	5:18	0:00		
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11:59	3	4:00	2:35						
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	68:06	22	3:06	1:25						
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	199:53	48	4:10	2:59	62:32	13	4:49	3:37	-0.5718	-1.34763
April 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	474:54	56	8:29	8:36	106976:04	3,404	31:26	30:00	-5.678419	-4.452234
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:53	12	2:34	2:05	51:53	18	2:53	4:11	-0.197724	-1.120208

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2:45	1	2:45	0:00						
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	23:22	8	2:55	0:51	51:53	18	2:53	4:11	-0.040117	-1.024389
April 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	18:20	4	4:35	1:48	25212:24	869	29:01	27:07	-1.79762	-2.092875
April 2015	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	2	5	40.00%	48.99%	-0.745356	-1.453144
April 2015	Maintenance and Repair	MR-7C	Repair Repeat Report Rate-no dispatch	Residence	Parity	N/A	0	1	0.00%	0.00%	26	277	9.39%	29.16%	-0.321268	-1.195317
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	1	20	5.00%	21.79%	-0.223887	-1.136114
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	3	15	20.00%	40.00%	1	20	5.00%	21.79%	0.842099	-0.48804
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	1	0.00%	0.00%		
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	3	0.00%	0.00%						
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	22	4.55%	20.83%						
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	3	48	6.25%	24.21%	1	20	5.00%	21.79%	-0.422558	-1.256897
April 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	56	5.36%	22.52%	374	3,743	9.99%	29.99%	-1.147989	-1.697928
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	12	33.33%	47.14%	10	23	43.48%	49.57%	-0.574679	-1.34938
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	8	0.00%	0.00%	10	23	43.48%	49.57%	-2.136763	-2.29906
April 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	4	0.00%	0.00%	71	931	7.63%	26.54%	-0.573428	-1.34862
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27	2,134	1.27%	11.18%	40	3,303	1.21%	10.94%	0.17845	-0.89151
April 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	76,104	0.00%	0.36%	1	66,837	0.00%	0.39%	-0.088851	-1.054017
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	69	1.45%	11.95%	3,842	406,626	0.94%	9.67%	0.048545	-0.970487
April 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	187	0.53%	7.29%	43	3,576	1.20%	10.90%	-0.816632	-1.496477
April 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	3,789	0.11%	3.25%	0	1,320	0.00%			
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	22	15,646	0.14%	3.75%	0	1,320	0.00%			
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	56	5,901	0.95%	9.70%	40	3,209	1.25%	11.09%	-1.222525	-1.743242
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	37	0.00%		43	3,574	1.20%	10.90%	-0.667805	-1.405997
April 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	60	31,408	0.19%	4.37%	4,674	589,840	0.79%	8.87%	-11.712701	-8.120817
April 2015	Maintenance and Repair	MR-9C	Repair Appointments Met-No Dispatch	Residence	Parity	N/A	1	1	100.00%	0.00%	261	277	94.22%	23.33%	-0.247148	-1.150255
April 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	36,000	0.00%	0.04%						-2.98662
April 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	13,255	0.00%	0.04%						-2.987833
April 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	8	36,384	0.02%							
April 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	13,255	0.00%							
April 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	43	1	43.00	0.00						
April 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	81	5	16.20	28.15						
April 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	44	1	44.00	0.00	227	4	56.75	77.59	-0.146968	-1.08935
April 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2	1	2.00	0.00	44,686	466	95.89	98.63	-0.950949	-1.578136
April 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
April 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	4	5	80.00%	40.00%						
April 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	2	4	50.00%	50.00%	-0.894427	-1.543773
April 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	168	466	36.05%	48.01%	3.719016	1.261001
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	6	100.00%							
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	5	5	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	3	4	75.00%							
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	288	289	99.65%							
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	66	71	92.96%	25.59%	3	4	75.00%	43.30%	-0.807012	-1.490628
April 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	95	100	95.00%							
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	6	83.33%							
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	11	11	100.00%	0.00%	21	21	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	24	24	100.00%							
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	4	7	57.14%	49.49%	0	-1
April 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	8	10	80.00%							
April 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	25	5	5.00							
April 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	11	4	2.75							
April 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	586	213	2.75							
April 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	306	69	4.43							
April 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	415	98	4.23							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	30	6	5.00							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	69	23	3.00							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	6	1	6.00							
April 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	38	8	4.75							
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	15	15	100.00%	0.00%	30	30	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	303	318	95.28%	21.20%	4	4	100.00%	0.00%	-0.936638	-1.569436
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	70	72	97.22%	16.43%	10	11	90.91%	28.75%	-0.678361	-1.412414
April 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	108	110	98.18%	13.36%	3,021	3,253	92.87%	25.74%	-2.129788	-2.294819
April 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	3	3	100.00%							
April 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,778	2,778	100.00%							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2593.92	18,528	0.14							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	8980.01	13,403	0.67							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11573.93	18,528	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	935.28	3,897	0.24							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1161.12	3,897	0.30							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	289.30	1,315	0.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	5114.30	1,285	3.98							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5403.60	1,315	4.11							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2218.98	3,579	0.62							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	18134.28	3,474	5.22							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	20353.26	3,579	5.69							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	2124.80	6,640	0.32							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	5389.86	4,382	1.23							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7514.66	6,640	1.13							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1159.51	1,397	0.83							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1434.60	797	1.80							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2594.11	1,397	1.86							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1396.98	5,373	0.26							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4315.92	10,276	0.42							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5712.90	5,373	1.06							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	179.20	1,120	0.16							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	399.12	3,326	0.12							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1870.40	1,120	1.67							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2448.72	3,326	0.74							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1288.64	4,027	0.32							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	39731.72	2,023	19.64							
April 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	41020.36	4,027	10.19							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	11756.69	6,287	1.87							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	14565.66	3,813	3.82							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50979.60	4,760	10.71							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31449.92	6,778	4.64							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	22475.70	1,170	19.21							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	5691.00	1,355	4.20							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	18988.48	5,536	3.43							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2366.24	2,572	0.92							
April 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6602.92	1,724	3.83							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,966	3,664	80.95%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	49	100	49.00%							
April 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	690	818	84.35%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,966	2,977	99.63%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	49	49	100.00%							
April 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	690	693	99.57%							
April 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	10:48	3	3:36							
April 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	359:49	253	1:25							
April 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	40	40	100.00%							
April 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	583	583	100.00%							
April 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,685	2,685	100.00%							
April 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							
April 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	298	310	96.13%							
April 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	618	618	100.00%							
April 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	6	6	100.00%							
April 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	21	21	100.00%							
April 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	35	87	40.23%	49.04%	7	88	7.95%	27.06%	-7.889399	-5.796414
March 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,462	1,462	100.00%							
March 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,588,520	1,590,281	99.89%							
March 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	11,511	15,674	73.44%							
March 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,717	3,723	99.84%	4.01%	63,422	63,965	99.15%	9.17%	-4.446411	-3.703226
March 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	15,674	15,674	100.00%							
March 2015	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
March 2015	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	100.00%							
March 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,911,942	3,712,529	1.05							
March 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	11770.31	45,237	0.26							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,060	30,060	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,060	30,060	100.00%							
March 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,924	30,060	99.55%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	42,900	42,900	100.00%							
March 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,820	41,820	100.00%							
March 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
March 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
March 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	13	19	68.42%	46.48%	18	27	66.67%	47.14%	-0.124283	-1.075559
March 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	9	14	64.29%							
March 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	15	18	83.33%							
March 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	37	52	71.15%	45.30%	21	30	70.00%	45.83%	-0.109823	-1.066768
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	8	75.00%	43.30%	13	20	65.00%	47.70%	-0.501176	-1.304693
March 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%						
March 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	11	14	78.57%	41.03%	12	19	63.16%	48.24%	-0.907194	-1.551535
March 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	6	6	100.00%	0.00%	395	736	53.67%	49.87%	-2.266685	-2.378047
March 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	56:52	1	56:52	0:00	118431:14	3,062	38:41	33:53	0.830953	-0.494816
March 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	80:47	19	4:15	2:08	98:54	22	4:30	3:22	-0.230863	-1.140355
March 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	74:18	14	5:18	4:51	13:59	3	4:40	2:43	-0.222403	-1.135212
March 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	82:41	18	4:36	5:27	13:59	3	4:40	2:43	-0.039896	-1.024255
March 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	188:21	52	3:37	2:26	101:14	23	4:24	3:19	-0.936333	-1.56925
March 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	561:24	76	7:23	5:57	138565:11	3,765	36:48	33:09	-7.659066	-5.656381
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21:24	8	2:40	1:44	61:18	19	3:14	2:52	-0.455604	-1.276988
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	7:06	1	7:06	0:00						
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	49:34	14	3:32	1:45	59:23	18	3:18	2:56	0.060195	-0.963404
March 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	102:41	13	7:54	6:08	33832:06	887	38:09	198:13	-0.546153	-1.332038
March 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	299	3,231	9.25%	28.98%	-0.319291	-1.194115
March 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	19	10.53%	30.69%	5	31	16.13%	36.78%	-0.522831	-1.317859
March 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	14	7.14%	25.75%	0	4	0.00%	0.00%	-0.76471	-1.46491
March 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	18	0.00%	0.00%	0	4	0.00%	0.00%		
March 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	10	52	19.23%	39.41%	5	31	16.13%	36.78%	0.043717	-0.973422
March 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	5	76	6.58%	24.79%	393	4,111	9.56%	29.40%	-0.875697	-1.532386

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	8	25.00%	43.30%	6	20	30.00%	45.83%	-0.26082	-1.158567
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	14	14.29%	34.99%	6	20	30.00%	45.83%	-0.984067	-1.59827
March 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	13	7.69%	26.65%	94	948	9.92%	29.89%	-0.266396	-1.161958
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27	2,152	1.25%	11.13%	47	3,400	1.38%	11.68%	-0.397064	-1.241398
March 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	77,932	0.00%	0.36%	0	67,048	0.00%			
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	71	1.41%	11.78%	4,192	410,518	1.02%	10.05%	-0.043976	-1.026735
March 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	189	0.00%		51	3,675	1.39%	11.70%	-1.590494	-1.966952
March 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14	3,872	0.36%	6.00%	4	1,351	0.30%	5.43%	0.381482	-0.768076
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	18	15,642	0.12%	3.39%	4	1,351	0.30%	5.43%	-1.174801	-1.714228
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	66	5,957	1.11%	10.47%	49	3,304	1.48%	12.09%	-1.430641	-1.869768
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	40	0.00%		51	3,673	1.39%	11.70%	-0.74643	-1.453797
March 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	89	31,845	0.28%	5.28%	5,059	594,614	0.85%	9.18%	-10.814737	-7.574893
March 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	2,843	3,226	88.13%	32.35%	1.180021	-0.282598
March 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	36	38,310	0.09%	1.25%						-2.720984
March 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	14,743	0.00%	0.04%						-2.991698
March 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	36	38,310	0.09%							
March 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	14,743	0.00%							
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	22	1	22.00	0.00						
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	87	2	43.50							
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	69	2	34.50	13.44						
March 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	23	3	7.67	13.28	175	3	58.33	79.03	-0.785155	-1.47734
March 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
March 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	2	50.00%	50.00%						
March 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	1	3	33.33%	47.14%	-0.866025	-1.526506
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	1	1	100.00%							
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	9	9	100.00%	0.00%	6	6	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	9	11	81.82%							
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	379	395	95.95%							
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	75	91	82.42%	38.07%	6	6	100.00%	0.00%	0.444267	-0.729905
March 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	94	103	91.26%							
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	18	18	100.00%							
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	11	11	100.00%	0.00%	1	1	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	31	34	91.18%							
March 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	42	4	10.50							
March 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	882	282	3.13							
March 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	353	72	4.90							
March 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	459	90	5.10							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4	4.75							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	43	17	2.53							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	47	10	4.70							
March 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	173	34	5.09							
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	9	9	100.00%	0.00%	9	9	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	12	12	100.00%	0.00%	4	4	100.00%	0.00%		
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	414	417	99.28%	8.45%	4	4	100.00%	0.00%	-1.906383	-2.158998
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	101	102	99.02%	9.85%	7	7	100.00%	0.00%	-1.520281	-1.924265
March 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	134	138	97.10%	16.78%	3,132	3,315	94.48%	22.84%	-1.321392	-1.803349
March 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	16	16	100.00%							
March 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,608	3,608	100.00%							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	1968.36	16,403	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7074.04	10,403	0.68							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	9042.40	16,403	0.55							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	267.00	2,225	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	444.75	2,225	0.20							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2156.98	3,479	0.62							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6372.38	1,979	3.22							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8529.36	3,479	2.45							
March 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	3496.80	5,640	0.62							
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							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	6872.34	4,874	1.41							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13173.36	3,352	3.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	48945.33	5,481	8.93							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	17410.38	5,746	3.03							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	16566.50	850	19.49							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	1350.42	426	3.17							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	14697.27	3,983	3.69							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2471.67	2,841	0.87							
March 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	3565.76	1,013	3.52							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,181	3,891	81.75%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	93	32.26%							
March 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	868	1,056	82.20%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,181	3,201	99.38%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	30	31	96.77%							
March 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	868	868	100.00%							
March 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	86:06	7	12:18							
March 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	279:53	244	1:09							
March 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	22	22	100.00%							
March 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	761	761	100.00%							
March 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,852	2,852	100.00%							
March 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	42	42	100.00%							
March 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	336	355	94.65%							
March 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	676	676	100.00%							
March 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
March 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							
March 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	19	84	22.62%	41.84%	5	96	5.21%	22.22%	-5.244706	-4.188555
February 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,552	1,552	100.00%							
February 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,593,683	1,594,095	99.97%							
February 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	18,593	18,593	100.00%							
February 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,710	3,711	99.97%	1.64%	67,847	68,262	99.39%	7.77%	-4.434243	-3.695829
February 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	18,593	18,593	100.00%							
February 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,331,061	3,217,149	1.04							
February 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	6637.93	44,395	0.15							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	27,320	27,360	99.85%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	27,360	27,360	100.00%							
February 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	27,315	27,360	99.84%							
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	38,880	38,880	100.00%							
February 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	37,860	37,860	100.00%							
February 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	20,160	20,160	100.00%							
February 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
February 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9	16	56.25%	49.61%	14	21	66.67%	47.14%	0.307696	-0.812934
February 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	8	14	57.14%							
February 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	34	48	70.83%							
February 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	37	53	69.81%	45.91%	14	21	66.67%	47.14%	-0.258709	-1.157284
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	3	0.00%	0.00%	11	15	73.33%	44.22%	1.718067	0.044511
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	1	3	33.33%							
February 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	10	13	76.92%	42.13%	10	14	71.43%	45.18%	-0.315777	-1.191979
February 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	10	30.00%	45.83%	366	803	45.58%	49.80%	0.654186	-0.602283
February 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	101:05	2	50:32	1:02	204834:16	3,921	52:14	42:38	-0.056333	-1.034248
February 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	79:52	16	5:00	3:43	68:09	20	3:24	1:50	1.41183	-0.141668
February 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	78:00	14	5:34	3:45	4:36	1	4:36	0:00		
February 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	157:50	48	3:17	1:57	4:36	1	4:36	0:00		
February 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	192:29	53	3:38	2:56	66:50	20	3:20	1:54	0.398855	-0.757513
February 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	869:16	104	8:22	6:51	233672:50	4,697	49:45	41:54	-9.964693	-7.058103
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21:07	3	7:02	0:29	39:29	10	3:57	2:15	2.326348	0.414319
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	5:32	1	5:32	0:00						
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24:23	3	8:08	7:03						
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	44:13	13	3:24	2:14	39:29	10	3:57	2:15	-0.576589	-1.350541
February 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	58:36	9	6:31	2:49	42257:30	1,032	40:57	36:27	-2.821635	-2.715432
February 2015	Maintenance and Repair	MR-7A	Repair Repeat Rprt Rate-Disp w/i MSA	Residence	Parity	N/A	1	2	50.00%	50.00%	416	4,110	10.12%	30.16%	0.868505	-0.471987
February 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	16	31.25%	46.35%	6	24	25.00%	43.30%	0.083205	-0.949415
February 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	2	14	14.29%	34.99%	0	1	0.00%	0.00%	-1.110772	-1.675301
February 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10	48	20.83%	40.61%	0	1	0.00%	0.00%	-0.82713	-1.502859
February 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	4	53	7.55%	26.42%	6	24	25.00%	43.30%	-1.638187	-1.995947
February 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	104	1.92%	13.73%	512	5,067	10.10%	30.14%	-2.740379	-2.666032
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	1	15	6.67%	24.94%	0.485318	-0.704948
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	13	23.08%	42.13%	1	15	6.67%	24.94%	0.692077	-0.579247
February 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	9	11.11%	31.43%	102	1,082	9.43%	29.22%	-0.232142	-1.141133
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	19	2,195	0.87%	9.26%	36	3,525	1.02%	10.05%	-0.569468	-1.346212
February 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	0	78,844	0.00%		0	71,272	0.00%			
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	72	2.78%	16.43%	5,218	414,196	1.26%	11.15%	0.739036	-0.550698
February 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	190	0.00%		39	3,793	1.03%	10.09%	-1.371034	-1.83353
February 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	4,004	0.37%	6.11%	1	1,369	0.07%	2.70%	3.565351	1.16758
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	51	15,593	0.33%	5.71%	1	1,369	0.07%	2.70%	3.335515	1.027849
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	66	6,019	1.10%	10.41%	35	3,416	1.02%	10.07%	0.333478	-0.79726
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	42	0.00%		39	3,791	1.03%	10.09%	-0.657102	-1.39949

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	113	32,423	0.35%	5.89%	6,149	599,536	1.03%	10.08%	-11.786694	-8.165801
February 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	3,493	4,097	85.26%	35.45%	-0.587933	-1.357438
February 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	37	38,430	0.10%	1.56%						-2.708328
February 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	14,815	0.00%	0.04%						-2.99237
February 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	37	38,430	0.10%							
February 2015	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	14,815	0.00%							
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	0	1	0.00	0.00						
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	43	2	21.50							
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	46	8	5.75	8.86						
February 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	4	2	2.00	1.41	366	8	45.75	49.57	-1.116294	-1.678659
February 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
February 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	8	75.00%	43.30%						
February 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	2	0.00%	0.00%	4	8	50.00%	50.00%	-1.264911	-1.769011
February 2015	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	1,629	1,634	99.69%	5.52%	-0.078302	-1.047604
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	5	5	100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	8	8	100.00%							
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	257	271	94.83%							
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	97	104	93.27%	25.06%	10	11	90.91%	28.75%	-0.258937	-1.157423
February 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	94	113	83.19%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	5	7	71.43%							
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	2	2	100.00%	0.00%	2	2	100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	1	1	100.00%							
February 2015	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	2	0.50	0.71	599	521	1.15	1.06	-0.863649	-1.525061
February 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
February 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	15	5	3.00							
February 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	484	172	2.81							
February 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	402	81	4.96							
February 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	568	101	5.62							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	11	3	3.67							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	10	2	5.00							
February 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	5	1	5.00							
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	5	5	100.00%	0.00%	7	7	100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	2	2	100.00%	0.00%	3,654	4,022	90.85%	28.83%	-0.44869	-1.272784
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	9	9	100.00%	0.00%	4	4	100.00%	0.00%		
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	277	281	98.58%	11.85%	4	4	100.00%	0.00%	-1.595905	-1.970241
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	99	106	93.40%	24.83%	13	13	100.00%	0.00%	0.163546	-0.900571
February 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	109	114	95.61%	20.48%	2,697	2,910	92.68%	26.05%	-1.179709	-1.717212
February 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	9	9	100.00%							
February 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,120	4,121	99.98%							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3665.16	20,362	0.18							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	7627.24	12,302	0.62							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	11292.40	20,362	0.55							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1093.06	3,526	0.31							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1165.39	3,526	0.33							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	294.32	1,132	0.26							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4202.88	1,056	3.98							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4497.20	1,132	3.97							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2228.48	3,482	0.64							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	6175.06	2,182	2.83							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	8403.54	3,482	2.41							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5134.50	8,150	0.63							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	4968.00	4,320	1.15							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	10102.50	8,150	1.24							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	587.40	660	0.89							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	362.45	576	0.63							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	949.85	660	1.44							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1582.86	5,106	0.31							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4595.40	10,212	0.45							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6178.26	5,106	1.21							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	49.86	831	0.06							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1001.70	2,862	0.35							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1047.06	831	1.26							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2098.62	2,862	0.73							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1605.20	4,013	0.40							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	43016.63	2,329	18.47							
February 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	44621.83	4,013	11.12							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	10598.40	6,729	1.58							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18251.54	4,621	3.95							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	50475.20	5,893	8.57							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	26950.59	7,526	3.58							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	18633.37	959	19.43							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6099.72	1,589	3.84							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	19416.72	5,404	3.59							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2307.10	3,482	0.66							
February 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	6211.16	1,716	3.62							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,748	3,471	79.17%							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	24	50	48.00%							
February 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	676	881	76.73%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,748	2,767	99.31%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	24	25	96.00%							
February 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	676	679	99.56%							
February 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	85:41	5	17:08							
February 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	512:00	222	2:18							
February 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	19	19	100.00%							
February 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	591	591	100.00%							
February 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,466	2,466	100.00%							
February 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	14	14	100.00%							
February 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	307	323	95.05%							
February 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	664	664	100.00%							
February 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
February 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	36	36	100.00%							
February 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	44	84	52.38%	49.94%	6	106	5.66%	23.11%	-13.840577	-9.414473
January 2015	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,635	1,635	100.00%							
January 2015	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,585,657	1,597,835	99.24%							
January 2015	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	16,360	16,360	100.00%							
January 2015	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,524	3,527	99.91%	2.92%	65,449	65,939	99.26%	8.59%	-4.433446	-3.695344
January 2015	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	16,360	16,360	100.00%							
January 2015	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,264,971	3,112,976	1.05							
January 2015	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	6896.74	44,144	0.16							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,420	30,420	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,140	43,140	100.00%							
January 2015	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	41,925	41,925	100.00%							
January 2015	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,500	22,500	100.00%							
January 2015	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
January 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	24	35	68.57%	46.42%	19	31	61.29%	48.71%	-0.606086	-1.368474
January 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%	2	2	100.00%	0.00%		
January 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	11	18	61.11%							
January 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	24	41	58.54%							
January 2015	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	43	59	72.88%	44.46%	22	34	64.71%	47.79%	-0.794537	-1.483044
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	21	30	70.00%	45.83%	1.200163	-0.270352
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	2	50.00%							
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	0	2	0.00%							
January 2015	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	11	54.55%	49.79%	21	30	70.00%	45.83%	0.564007	-0.657108
January 2015	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	14	22	63.64%	48.10%	327	917	35.66%	47.90%	-2.707246	-2.645888
January 2015	Maintenance and Repair	MR-6A	Mean Time to Restore-Disp w/i MSA	Residence	Parity	N/A	31:25	1	31:25	0:00	223772:31	4,004	55:53	41:57	-0.583348	-1.35465
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	140:31	35	4:01	2:28	165:58	30	5:32	5:51	-1.042787	-1.63397
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:57	1	0:57	0:00	0:08	1	0:08	0:00		
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	120:34	18	6:42	6:03						
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	206:19	41	5:02	3:53						
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	196:14	59	3:20	1:40	166:01	32	5:11	5:48	-1.46353	-1.889763
January 2015	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1001:24	109	9:11	8:35	256250:57	4,858	52:45	42:22	-10.615959	-7.454045
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	28:21	4	7:05	4:10	143:24	25	5:44	8:19	0.409735	-0.750899
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7:28	2	3:44	3:08						
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10:29	2	5:14	1:21						
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	53:27	11	4:52	4:10	143:24	25	5:44	8:19	-0.29154	-1.177244
January 2015	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	71:22	12	5:57	7:25	61772:35	1,345	45:56	95:09	-1.449123	-1.881004
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%	516	4,195	12.30%	32.84%	-0.374462	-1.227657
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	35	28.57%	45.18%	10	39	25.64%	43.67%	0.023428	-0.985757
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	2	0.00%	0.00%		
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	18	0.00%	0.00%	0	1	0.00%	0.00%		
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	49	0.00%	0.00%	0	1	0.00%	0.00%		
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	8	59	13.56%	34.24%	10	39	25.64%	43.67%	-1.340723	-1.815102
January 2015	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	109	6.42%	24.51%	614	5,243	11.71%	32.15%	-1.699641	-2.033308
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	4	25.00%	43.30%	2	30	6.67%	24.94%	0.463441	-0.718248
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%						
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	2	11	18.18%	38.57%	2	30	6.67%	24.94%	0.558102	-0.660698
January 2015	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	12	0.00%	0.00%	143	1,426	10.03%	30.04%	-1.151664	-1.700162
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39	2,219	1.76%	13.14%	61	3,575	1.71%	12.95%	0.146444	-0.910968
January 2015	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	80,800	0.00%	0.35%	3	72,448	0.00%	0.64%	-0.881803	-1.536098
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	75	1.33%	11.47%	5,588	418,373	1.34%	11.48%	-0.001748	-1.001063
January 2015	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	185	0.00%		69	3,845	1.79%	13.28%	-1.795933	-2.09185
January 2015	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	20	4,101	0.49%	6.97%	1	1,386	0.07%	2.69%	4.980878	2.028159
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	43	15,604	0.28%	5.24%	1	1,386	0.07%	2.69%	2.702934	0.643267
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	70	6,053	1.16%	10.69%	64	3,462	1.85%	13.47%	-2.411548	-2.466117
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	42	0.00%		69	3,843	1.80%	13.28%	-0.871541	-1.529859
January 2015	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	121	32,825	0.37%	6.06%	6,665	605,036	1.10%	10.44%	-12.391092	-8.533249
January 2015	Maintenance and Repair	MR-9A	Repair Appointments Met-Disp w/I MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	3,459	4,193	82.49%	38.00%	0.933619	-0.4324
January 2015	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	26	40,798	0.06%	1.04%						-2.808255
January 2015	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	15,343	0.00%	0.04%						-2.991268

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2015	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	26	40,798	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	15,343	0.00%							
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	18	1	18.00							
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	836	19	44.00	51.72						
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	6	3	2.00	0.00	278	4	69.50	25.00	-3.53513	-3.149206
January 2015	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	16	1	16.00	0.00	35,959	478	75.23	77.56	-0.76283	-1.463768
January 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	6	19	31.58%	46.48%						
January 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	2	3	66.67%	47.14%	4	4	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	156	478	32.64%	46.89%	-0.695313	-1.42272
January 2015	Ordering and Provisioning	OP-3B	Dispatches outside MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	279	305	91.48%	27.92%	-0.304771	-1.185288
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	1	1	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	35	36	97.22%							
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	289	313	92.33%							
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	77	89	86.52%	34.15%	2	2	100.00%	0.00%	-0.682001	-1.414627
January 2015	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	143	150	95.33%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	6	66.67%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	10	11	90.91%	28.75%	2	2	100.00%	0.00%	-1.020076	-1.620162
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	7	7	100.00%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	10	10	100.00%							
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	9	16	56.25%	49.61%	5	6	83.33%	37.27%	0.659143	-0.599269
January 2015	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	21	21	100.00%							
January 2015	Ordering and Provisioning	OP-4B	Dispatches outside MSAs	Residence	Parity	N/A	3	1	3.00	0.00	861	236	3.65	4.48	-0.144386	-1.08778
January 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	71	23	3.09							
January 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	569	195	2.92							
January 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	400	68	5.88							
January 2015	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	670	139	4.82							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	34	6	5.67							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	21	7	3.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	9	3	3.00							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	56	10	5.60							
January 2015	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	96	20	4.80							
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	18	18	100.00%	0.00%	3	3	100.00%	0.00%		
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,687	4,070	90.59%	29.20%	-0.322262	-1.195922
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	44	47	93.62%	24.44%	10	10	100.00%	0.00%	-0.136203	-1.082805
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	327	340	96.18%	19.18%	10	10	100.00%	0.00%	-0.471713	-1.286781
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	104	106	98.11%	13.61%	6	8	75.00%	43.30%	-1.455811	-1.88507
January 2015	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	166	172	96.51%	18.35%	2,671	2,889	92.45%	26.41%	-1.95725	-2.189924
January 2015	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	2	2	100.00%							
January 2015	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	2,503	2,503	100.00%							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	3886.34	25,437	0.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10800.68	15,787	0.68							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14687.02	25,437	0.58							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1331.61	4,655	0.29							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1453.83	4,655	0.31							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	374.62	1,355	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5150.62	1,355	3.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2133.14	3,746	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	10742.00	2,368	4.54							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	12875.14	3,746	3.44							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5296.08	9,318	0.57							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11782.08	9,318	1.26							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1273.29	1,651	0.77							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	566.43	704	0.80							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	1839.72	1,651	1.11							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1856.93	6,749	0.28							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3875.19	11,674	0.33							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5732.12	6,749	0.85							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	72.72	1,001	0.07							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1010.69	3,138	0.32							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1238.87	1,001	1.24							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2322.28	3,138	0.74							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1592.75	4,511	0.35							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	61210.50	3,139	19.50							
January 2015	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	62803.25	4,511	13.92							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13467.28	7,502	1.80							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21548.35	5,165	4.17							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	58928.01	6,528	9.03							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30816.87	8,380	3.68							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20939.90	1,070	19.57							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7068.80	1,792	3.94							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23791.41	6,051	3.93							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2373.30	3,838	0.62							
January 2015	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7283.59	1,949	3.74							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,222	3,887	82.89%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	62	77.42%							
January 2015	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	668	882	75.74%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,222	3,234	99.63%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	49	97.96%							
January 2015	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	668	669	99.85%							
January 2015	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	46:30	6	7:45							
January 2015	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	407:44	227	1:48							
January 2015	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	42	42	100.00%							
January 2015	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	549	549	100.00%							
January 2015	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,933	2,933	100.00%							
January 2015	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	13	13	100.00%							
January 2015	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	382	407	93.86%							
January 2015	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	610	611	99.84%							
January 2015	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
January 2015	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	34	34	100.00%							
January 2015	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	64	124	51.61%	49.97%	4	108	3.70%	18.89%	-19.274128	-12.717838
December 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,509	1,509	100.00%							
December 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,712,342	1,748,239	97.95%							
December 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	17,934	17,934	100.00%							
December 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	3,650	3,660	99.73%	5.22%	60,360	61,251	98.55%	11.97%	-5.79898	-4.525529
December 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	17,741	17,741	100.00%							
December 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	2	2	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	7001.05	45,846	0.15							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
December 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,180	42,180	100.00%							
December 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
December 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
December 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	23	29	79.31%	40.51%	30	37	81.08%	39.17%	-0.123831	-1.075284
December 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	11	19	57.89%							
December 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	22	24	91.67%							
December 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	51	73	69.86%	45.89%	31	38	81.58%	38.77%	1.108513	-0.326072
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	11	63.64%	48.10%	29	36	80.56%	39.58%	0.768772	-0.53262
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
December 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6	7	85.71%	34.99%	29	36	80.56%	39.58%	-0.315546	-1.191839
December 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	45.45%	49.79%	313	801	39.08%	48.79%	-0.430622	-1.2618
December 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	105:34	2	52:47	31:51	60843:49	1,367	44:31	40:34	0.524401	-0.681187
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	84:05	29	2:54	1:56	111:24	31	3:36	2:43	-0.990615	-1.602251
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	22:04	1	22:04	0:00						
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	92:26	19	4:52	4:08						
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	67:43	24	2:49	3:54						
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	246:56	73	3:23	1:58	111:24	31	3:36	2:43	-0.362715	-1.220515
December 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	780:30	80	9:45	8:49	316905:41	5,140	61:39	58:07	-7.925829	-5.818562
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:06	11	3:33	1:56	89:44	31	2:54	2:05	0.834499	-0.492661
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3:02	1	3:02	0:00						
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	18:54	7	2:42	1:57	89:44	31	2:54	2:05	-0.222766	-1.135432
December 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	28:35	7	4:05	2:59	68879:42	1,584	43:29	42:37	-2.440787	-2.483893
December 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	2	0.00%	0.00%	172	1,407	12.22%	32.76%	-0.527397	-1.320634
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	29	20.69%	40.51%	8	40	20.00%	40.00%	-0.222464	-1.135249
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	19	5.26%	22.33%						
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	24	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	19	73	26.03%	43.88%	8	40	20.00%	40.00%	0.477714	-0.709571
December 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	2	80	2.50%	15.61%	621	5,513	11.26%	31.62%	-2.461682	-2.496597
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	DS1	Parity	N/A	0	1	0.00%	0.00%	6	36	16.67%	37.27%	-0.441129	-1.268187
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	11	9.09%	28.75%	6	36	16.67%	37.27%	-0.590053	-1.358727
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	7	0.00%	0.00%	6	36	16.67%	37.27%	-1.082632	-1.658194
December 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	7	0.00%	0.00%	206	1,667	12.36%	32.91%	-0.991397	-1.602727
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	40	2,257	1.77%	13.19%	73	3,620	2.02%	14.06%	-0.648039	-1.39398
December 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	81,426	0.00%	0.35%	0	72,450	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	2	77	2.60%	15.91%	6,246	423,206	1.48%	12.06%	0.482541	-0.706636
December 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	176	0.00%		76	3,896	1.95%	13.83%	-1.830362	-2.112781
December 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	20	4,187	0.48%	6.89%	0	1,390	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	15,599	0.15%	3.92%	0	1,390	0.00%			
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	80	6,033	1.33%	11.44%	74	3,501	2.11%	14.38%	-2.577348	-2.566916
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	44	0.00%		76	3,894	1.95%	13.83%	-0.930626	-1.565781
December 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	87	33,285	0.26%	5.11%	7,180	611,296	1.17%	10.77%	-15.058938	-10.155185
December 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	2	2	100.00%	0.00%	1,153	1,418	81.31%	38.98%	-0.677512	-1.411898
December 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	30	40,966	0.07%	0.55%						-2.782608
December 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	15,583	0.00%	0.03%						-2.993208
December 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	30	40,966	0.07%							
December 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	15,583	0.00%							
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	0	2	0.00	0.00	0	4	0.00	0.00		
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	656	8	82.00	0.00						
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	10	1	10.00	0.00	195	5	39.00	30.33	-0.872797	-1.530623
December 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	2	1	2.00	0.00	31,111	443	70.23	73.26	-0.930268	-1.565563

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%	0	4	0.00%	0.00%		
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%						
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	4	5	80.00%	40.00%	3.719016	1.261001
December 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	151	443	34.09%	47.40%	3.719016	1.261001
December 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	1,944	2,031	95.72%	20.25%	-0.211497	-1.128581
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	3	3	100.00%	0.00%		
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	29	31	93.55%							
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	269	285	94.39%							
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	62	64	96.88%	17.40%	5	6	83.33%	37.27%	-0.85105	-1.517402
December 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	77	77	100.00%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	10	12	83.33%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	3	66.67%	47.14%	-0.92582	-1.562859
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	2	2	100.00%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	24	26	92.31%							
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	3	4	75.00%	43.30%	-0.860663	-1.523246
December 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	29	29	100.00%							
December 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	4	1	4.00	0.00	5,245	1,591	3.30	3.55	0.544642	-0.668881
December 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	19	4	4.75							
December 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	221	30	7.37							
December 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	473	164	2.88							
December 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	292	63	4.63							
December 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	341	75	4.55							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	60	14	4.29							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	4	2	2.00							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	58	15	3.87							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	19	5	3.80							
December 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	138	29	4.76							
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	8	8	100.00%	0.00%	8	8	100.00%	0.00%		
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,747	4,109	91.19%	28.34%	-0.310785	-1.188944
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	33	35	94.29%	23.21%	5	5	100.00%	0.00%	-0.715405	-1.434935
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	318	322	98.76%	11.08%	5	5	100.00%	0.00%	-1.55441	-1.945014
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	69	69	100.00%	0.00%	9	10	90.00%	30.00%	-0.985121	-1.598911
December 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	106	106	100.00%	0.00%	2,735	2,930	93.34%	24.92%	-2.700689	-2.641902
December 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	12	12	100.00%							
December 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,148	3,148	100.00%							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	5087.64	32,180	0.16							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11823.60	18,256	0.65							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	16911.24	32,180	0.53							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1725.19	6,060	0.28							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1867.81	6,060	0.31							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	686.53	2,353	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5462.53	2,353	2.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2788.63	4,927	0.57							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	12492.16	2,647	4.72							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	15280.79	4,927	3.10							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6728.37	11,820	0.57							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13214.37	11,820	1.12							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1830.39	2,344	0.78							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	639.13	800	0.80							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2469.52	2,344	1.05							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2238.94	7,811	0.29							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4557.09	12,594	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6796.03	7,811	0.87							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	82.15	1,111	0.07							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1367.85	4,269	0.32							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1374.01	1,112	1.24							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2824.01	4,269	0.66							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	2077.69	5,756	0.36							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	68068.80	3,480	19.56							
December 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70146.49	5,756	12.19							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12743.24	7,240	1.76							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19385.63	5,002	3.88							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	60353.58	6,342	9.52							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29881.76	8,096	3.69							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20137.15	1,045	19.27							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	7098.72	1,679	4.23							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22593.24	5,798	3.90							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2323.36	3,775	0.62							
December 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7289.89	1,842	3.96							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,990	3,678	81.29%							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	25	60	41.67%							
December 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	640	846	75.65%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,990	3,010	99.34%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	25	25	100.00%							
December 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	640	647	98.92%							
December 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	71:07	6	11:51							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
December 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	324:09	277	1:10							
December 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	24	24	100.00%							
December 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	583	583	100.00%							
December 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,733	2,733	100.00%							
December 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%							
December 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	352	362	97.24%							
December 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	635	635	100.00%							
December 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
December 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	6	6	100.00%							
December 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	93	93	100.00%							
December 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	18	45	40.00%	48.99%	10	96	10.42%	30.55%	-5.360452	-4.258924
November 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,518	1,518	100.00%							
November 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,518,387	1,525,952	99.50%							
November 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,452	22,452	100.00%							
November 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,999	5,001	99.96%	2.00%	70,213	70,740	99.26%	8.60%	-5.60311	-4.406449
November 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,452	22,452	100.00%							
November 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	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	5928.17	40,708	0.15							
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-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	21	28	75.00%	43.30%	15	24	62.50%	48.41%	-0.928191	-1.5643
November 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	2	50.00%	50.00%						
November 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	10	70.00%							
November 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	11	16	68.75%							
November 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	30	54	55.56%	49.69%	14	23	60.87%	48.80%	0.17451	-0.893905
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	11	72.73%	44.54%	23	29	79.31%	40.51%	0.058263	-0.964579
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	1	1	100.00%							
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	5	8	62.50%							
November 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	10	50.00%	50.00%	22	28	78.57%	41.03%	1.291784	-0.214651
November 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	5	60.00%	48.99%	222	682	32.55%	46.86%	-1.305116	-1.793454
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	84:31	28	3:01	2:14	101:07	22	4:36	3:11	-1.737058	-2.056056
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	12:56	2	6:28	8:15						
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:45	10	3:28	2:10	2:50	1	2:50	0:00		
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	57:26	16	3:35	2:37	2:50	1	2:50	0:00		
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	270:36	54	5:01	4:28	98:04	21	4:40	3:11	0.279319	-0.830186
November 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	797:25	92	8:40	10:46	235501:20	4,387	53:41	37:22	-11.43783	-7.953707
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	50:54	11	4:38	5:20	98:05	27	3:38	3:38	0.703089	-0.572552
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	5:21	1	5:21	0:00						
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1:58	1	1:58	0:00						
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	35:30	8	4:26	1:48						
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	48:09	10	4:49	3:46	95:20	26	3:40	3:42	0.778966	-0.526423
November 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	36:19	6	6:03	2:56	43036:47	1,097	39:14	34:46	-2.33077	-2.417008
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	6	28	21.43%	41.03%	3	25	12.00%	32.50%	0.539492	-0.672012
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	11	0.00%	0.00%	0	2	0.00%	0.00%		
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	16	0.00%	0.00%	0	2	0.00%	0.00%		
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	15	54	27.78%	44.79%	3	25	12.00%	32.50%	1.281964	-0.220621
November 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	6	92	6.52%	24.69%	506	4,749	10.65%	30.85%	-1.272616	-1.773696
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	11	9.09%	28.75%	2	29	6.90%	25.34%	-0.332282	-1.202013
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	8	0.00%	0.00%						
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	3	10	30.00%	45.83%	2	29	6.90%	25.34%	1.306837	-0.2055
November 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	6	0.00%	0.00%	146	1,160	12.59%	33.17%	-0.927071	-1.563619
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39	2,291	1.70%	12.94%	53	3,661	1.45%	11.94%	0.800211	-0.513506
November 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	81,450	0.00%	0.61%	0	72,983	0.00%			
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	79	0.00%		5,095	427,521	1.19%	10.85%	-0.976046	-1.593394
November 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	176	0.00%		55	3,940	1.40%	11.73%	-1.544374	-1.938913
November 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	11	4,266	0.26%	5.07%	2	1,403	0.14%	3.77%	0.992986	-0.396307
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24	15,607	0.15%	3.92%	2	1,403	0.14%	3.77%	0.106749	-0.935101
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	64	6,075	1.05%	10.21%	51	3,544	1.44%	11.91%	-1.531615	-1.931156
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	47	0.00%		54	3,939	1.37%	11.63%	-0.803479	-1.488481
November 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	98	33,676	0.29%	5.39%	5,909	616,776	0.96%	9.74%	-12.236692	-8.43938
November 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	7	40,390	0.02%	0.11%						-2.948571
November 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	15,583	0.00%	0.01%						-2.997967
November 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	12	40,630	0.03%							
November 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	15,583	0.00%							
November 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	1	15.00	0.00						
November 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1,026	17	60.35	38.83						
November 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	20	1	20.00	0.00	111	6	18.50	23.86	0.60076	-0.634764
November 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	1	100.00%	0.00%						
November 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	5	17	29.41%	45.56%						

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	0	1	0.00%	0.00%	5	6	83.33%	37.27%	-2.070197	-2.25859
November 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	1	1	100.00%	0.00%	1,711	1,714	99.82%	4.18%	-0.041861	-1.02545
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	10	10	100.00%							
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	4	4	100.00%	0.00%		
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	34	34	100.00%							
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	259	269	96.28%							
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	58	59	98.31%	12.91%	8	13	61.54%	48.65%	-2.466599	-2.499586
November 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	99	106	93.40%							
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	11	11	100.00%							
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	9	9	100.00%	0.00%						
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	22	25	88.00%							
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	6	9	66.67%	47.14%	-0.67082	-1.40783
November 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	4	4	100.00%							
November 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	678	597	1.14	0.82	-0.165891	-1.100855
November 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	15	3	5.00							
November 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	66	23	2.87							
November 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	413	141	2.93							
November 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	283	57	4.96							
November 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	471	96	4.91							
November 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	44	9	4.89							
November 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	71	22	3.23							
November 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	5	1	5.00							
November 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	17	4	4.25							
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	6	6	100.00%	0.00%		
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	3,476	3,824	90.90%	28.76%	-0.316368	-1.192338
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34	36	94.44%	22.91%	4	4	100.00%	0.00%	-0.869424	-1.528572
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	322	330	97.58%	15.38%	4	4	100.00%	0.00%	-1.323566	-1.804671
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	58	60	96.67%	17.95%	22	22	100.00%	0.00%	-0.082743	-1.050304
November 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	104	110	94.55%	22.71%	2,533	2,702	93.75%	24.21%	-0.339695	-1.20652
November 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	6	7	85.71%							
November 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,119	3,122	99.90%							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	4598.76	24,204	0.19							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10423.35	16,545	0.63							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	15022.11	24,204	0.62							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1656.64	5,177	0.32							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1818.99	5,177	0.35							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	721.38	2,186	0.33							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	114.53	881	0.13							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	835.91	2,186	0.38							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2850.76	4,598	0.62							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	21341.12	3,923	5.44							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	24191.88	4,598	5.26							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	6665.62	10,751	0.62							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	13151.62	10,751	1.22							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1479.00	1,740	0.85							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	897.93	907	0.99							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2376.93	1,740	1.37							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	2279.02	6,703	0.34							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4378.36	11,522	0.38							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6657.38	6,703	0.99							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	74.80	935	0.08							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	1423.76	3,848	0.37							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1165.00	932	1.25							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2663.56	3,848	0.69							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1882.44	4,482	0.42							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	54514.83	2,829	19.27							
November 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	56397.27	4,482	12.58							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12676.90	7,457	1.70							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	16121.16	4,071	3.96							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	56435.78	5,891	9.58							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29559.30	7,989	3.70							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20889.00	1,055	19.80							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6674.08	1,652	4.04							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	20787.36	5,588	3.72							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2017.27	3,307	0.61							
November 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	7030.26	1,662	4.23							
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	2,841	3,393	83.73%							
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	37	76	48.68%							
November 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	744	925	80.43%							
November 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	2,841	2,855	99.51%							
November 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	37	39	94.87%							
November 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	744	745	99.87%							
November 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	249:29	190	1:19							
November 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	35	35	100.00%							
November 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	626	626	100.00%							
November 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	2,609	2,609	100.00%							
November 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	26	26	100.00%							
November 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	297	309	96.12%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
November 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	504	504	100.00%							
November 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	4	4	100.00%							
November 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	44	44	100.00%							
November 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	32	62	51.61%	49.97%	3	89	3.37%	18.05%	-16.158792	-10.823848
October 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,654	1,654	100.00%							
October 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,657,001	1,662,353	99.68%							
October 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,827	21,827	100.00%							
October 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,460	4,470	99.78%	4.72%	74,638	75,192	99.26%	8.55%	-3.896949	-3.369177
October 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,827	21,827	100.00%							
October 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,748,205	3,589,022	1.04							
October 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	7929.23	53,743	0.15							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	26,960	26,960	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
October 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	26,960	26,960	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
October 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	39,330	39,330	100.00%							
October 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
October 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	20	24	83.33%	37.27%	29	37	78.38%	41.17%	-0.459239	-1.279198
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	7	10	70.00%							
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	18	26	69.23%							
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	35	60	58.33%	49.30%	27	33	81.82%	38.57%	2.107899	0.281511
October 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	0	1	0.00%							
October 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	26	37	70.27%	45.71%	1.676145	0.019024
October 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	4	50.00%							
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	1	2	50.00%							
October 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	12	14	85.71%	34.99%	25	36	69.44%	46.06%	-1.121372	-1.681746
October 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	2	3	66.67%	47.14%	397	823	48.24%	49.97%	-0.637618	-1.387644
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	74:14	24	3:06	1:26	105:08	30	3:30	2:18	-0.651563	-1.396122
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	0:13	1	0:13	0:00						
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	51:04	10	5:06	5:11						
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	101:19	26	3:54	2:22						
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	314:01	60	5:14	6:00	94:33	28	3:23	2:18	1.866296	0.134627
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi	Parity	N/A	5:31	1	5:31	0:00	116:35	35	3:20	2:13	1.080319	-0.343212
October 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	632:38	92	6:53	6:17	196259:16	4,790	40:58	34:50	-9.299069	-6.653432
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	30:57	5	6:11	5:01	136:54	35	3:55	3:18	1.221227	-0.257547
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	34:11	4	8:33	11:41						
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	10:18	2	5:09	1:43						
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	62:15	14	4:27	6:22	134:42	34	3:58	3:20	0.423405	-0.742588
October 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	59:16	9	6:35	3:49	34993:45	1,143	30:37	28:48	-2.493248	-2.515787
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	7	42	16.67%	37.27%	-0.441983	-1.268706
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	23	17.39%	37.90%	7	42	16.67%	37.27%	-0.247746	-1.150619
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	10	0.00%	0.00%						
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	26	0.00%	0.00%						
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	11	60	18.33%	38.69%	7	42	16.67%	37.27%	-0.0567	-1.034471
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	7	42	16.67%	37.27%	-0.441983	-1.268706
October 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	7	92	7.61%	26.51%	591	5,190	11.39%	31.77%	-1.130967	-1.687579
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	5	20.00%	40.00%	7	37	18.92%	39.17%	-0.447927	-1.27232
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	1	4	25.00%	43.30%						
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	14	7.14%	25.75%	7	37	18.92%	39.17%	-0.958235	-1.582565
October 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	9	11.11%	31.43%	150	1,237	12.13%	32.64%	-0.092944	-1.056506
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	29	2,316	1.25%	11.12%	74	3,730	1.98%	13.94%	-1.98356	-2.205919
October 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	1	81,479	0.00%	0.35%	0	73,703	0.00%			
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	84	0.00%		5,445	433,170	1.26%	11.14%	-1.033985	-1.628618
October 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	175	0.00%		80	4,015	1.99%	13.97%	-1.846407	-2.122536
October 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	14	4,353	0.32%	5.66%	0	1,417	0.00%			
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	28	15,632	0.18%	4.23%	0	1,417	0.00%			
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	74	6,128	1.21%	10.92%	69	3,615	1.91%	13.68%	-2.44336	-2.485457
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	48	2.08%	14.28%	79	4,015	1.97%	13.89%	-0.298056	-1.181205
October 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	101	34,182	0.30%	5.43%	6,427	623,778	1.03%	10.10%	-13.100169	-8.964337
October 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	25	40,558	0.06%	0.43%						-2.812908
October 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	0	15,583	0.00%	0.00%						-2.999076
October 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	25	40,558	0.06%							
October 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	0	15,583	0.00%							
October 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Sub-Loop Unbundling	Diagnostic	N/A	13	1	13.00							
October 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	784	22	35.64	34.95						
October 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	2	1	2.00	0.00	181	5	36.20	8.56	-3.649051	-3.218466
October 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	3	1	3.00	0.00	24,580	385	63.84	65.18	-0.932263	-1.566775
October 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	9	22	40.91%	49.17%						
October 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	1	5	20.00%	40.00%	3.719016	1.261001
October 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	1	1	100.00%	0.00%	144	385	37.40%	48.39%	3.719016	1.261001
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	10	60.00%	48.99%	5	5	100.00%	0.00%	1.020076	-0.379838
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	67	73	91.78%							
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	393	421	93.35%							
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	62	75	82.67%	37.85%	7	8	87.50%	33.07%	-0.240249	-1.146061

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
October 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	165	168	98.21%							
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	6	6	100.00%							
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	2	2	100.00%	0.00%		
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	25	26	96.15%							
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	5	6	83.33%	37.27%	2	3	66.67%	47.14%	-0.5	-1.303978
October 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	11	11	100.00%							
October 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	10	2	5.00							
October 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	212	68	3.12							
October 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	821	269	3.05							
October 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	334	64	5.22							
October 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	690	148	4.66							
October 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	28	6	4.67							
October 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
October 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	25	8	3.13							
October 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	29	6	4.83							
October 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	25	5	5.00							
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	14	14	100.00%	0.00%	10	10	100.00%	0.00%		
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	73	75	97.33%	16.11%	5	5	100.00%	0.00%	-1.16586	-1.708793
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	445	457	97.37%	15.99%	5	5	100.00%	0.00%	-1.15617	-1.702901
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	79	81	97.53%	15.52%	11	11	100.00%	0.00%	-0.752114	-1.457253
October 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	176	179	98.32%	12.84%	3,283	3,530	93.00%	25.51%	-2.722607	-2.655228
October 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	32	32	100.00%							
October 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,884	4,885	99.98%							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	381.52	2,254	0.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	1198.25	1,784	0.67							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	1579.77	2,254	0.70							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	133.42	428	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	151.19	428	0.35							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4920.00	1,200	4.10							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	183.55	292	0.63							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	1993.32	290	6.87							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	2176.87	292	7.46							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	537.35	860	0.62							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	7023.35	860	8.17							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	82.29	96	0.86							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	79.12	96	0.82							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	161.41	96	1.68							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	220.79	715	0.31							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	526.15	1,428	0.37							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	746.94	715	1.04							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	8.52	120	0.07							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	73.57	213	0.35							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	149.81	120	1.25							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	231.90	213	1.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	161.73	416	0.39							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	7941.44	416	19.09							
October 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	8103.17	416	19.48							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	8533.53	4,625	1.85							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	13741.81	3,219	4.27							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	45563.56	4,024	11.32							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	19017.53	5,177	3.67							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	13245.90	670	19.77							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	4461.34	1,088	4.10							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	15159.29	3,732	4.06							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	1505.55	2,369	0.64							
October 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	5825.53	1,219	4.78							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,405	4,166	81.73%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	54	96	56.25%							
October 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	859	1,171	73.36%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,405	3,429	99.30%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	54	57	94.74%							
October 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	859	864	99.42%							
October 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	89:47	12	7:29							
October 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	532:24	244	2:11							
October 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	49	49	100.00%							
October 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	680	680	100.00%							
October 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,139	3,139	100.00%							
October 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	20	20	100.00%							
October 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	560	589	95.08%							
October 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	692	693	99.86%							
October 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
October 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	62	62	100.00%							
October 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	25	78	32.05%	46.67%	6	72	8.33%	27.64%	-5.250854	-4.192293
October 2014	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%	0	3	0.00%	0.00%		
September 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,488	1,488	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,673,709	1,675,281	99.91%							
September 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	22,564	22,564	100.00%							
September 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,930	4,930	100.00%	0.00%	72,000	72,406	99.44%	7.47%	-5.10172	-4.101626
September 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	22,348	22,348	100.00%							
September 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	1	1	100.00%							
September 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	3,043,868	2,906,752	1.05							
September 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	7431.74	52,521	0.14							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	29,157	29,520	98.77%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	29,520	29,520	100.00%							
September 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	29,157	29,520	98.77%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	41,760	41,760	100.00%							
September 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	40,740	40,740	100.00%							
September 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	21,960	21,960	100.00%							
September 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
September 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	10	17	58.82%	49.22%	15	22	68.18%	46.58%	0.270585	-0.835496
September 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
September 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	2	2	100.00%							
September 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	7	11	63.64%							
September 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	38	53	71.70%	45.05%	15	21	71.43%	45.18%	-0.02314	-1.014068
September 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	29	39	74.36%	43.67%	-1.236209	-1.751562
September 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%						
September 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
September 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	3	66.67%							
September 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	7	8	87.50%	33.07%	29	39	74.36%	43.67%	-0.775395	-1.471407
September 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	8	15	53.33%	49.89%	363	720	50.42%	50.00%	-0.223615	-1.135948
September 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	SUB-LOOP UNBUNDLING	Parity	N/A	1	1	100.00%	0.00%	2,016	4,675	43.12%	49.52%	-1.148332	-1.698136
September 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	2:54	1	2:54	0:00	31220:34	916	34:05	40:27	-0.770444	-1.468397
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	76:45	17	4:31	3:33	69:56	20	3:30	2:17	0.998576	-0.392909
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	1:00	1	1:00	0:00						
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6:25	2	3:13	0:37	9:53	1	9:53	0:00		
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	125:31	11	11:25	21:37	9:53	1	9:53	0:00		
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	217:28	53	4:06	3:45	63:59	19	3:22	2:16	0.76882	-0.53259
September 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	643:25	85	7:34	8:12	151581:12	3,627	41:48	37:31	-8.314286	-6.054727
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	9:49	5	1:58	1:10	144:09	25	5:46	6:35	-1.180249	-1.71754
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	3:31	1	3:31	0:00						
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	6:51	1	6:51	0:00						
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	16:33	3	5:31	3:22						
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	24:09	8	3:01	1:53	144:09	25	5:46	6:35	-1.028364	-1.625201
September 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	74:54	9	8:19	7:44	31721:11	952	33:19	40:06	-1.861572	-2.131755
September 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	SUB-LOOP UNBUNDLING	Parity	N/A	0	1	0.00%	0.00%	7	24	29.17%	45.45%	-0.628724	-1.382237
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	1	17	5.88%	23.53%	2	23	8.70%	28.18%	-0.31216	-1.18978
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	2	0.00%	0.00%	0	1	0.00%	0.00%		
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	11	0.00%	0.00%	0	1	0.00%	0.00%		
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	2	53	3.77%	19.06%	2	23	8.70%	28.18%	-0.699594	-1.425323
September 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	85	3.53%	18.45%	393	4,001	9.82%	29.76%	-1.929081	-2.172798
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	8	39	20.51%	40.38%	-1.069437	-1.650171
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	3	0.00%	0.00%						
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	8	39	20.51%	40.38%	-0.511273	-1.310832
September 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	9	0.00%	0.00%	105	1,007	10.43%	30.56%	-1.019015	-1.619517
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	22	2,347	0.94%	9.64%	61	3,782	1.61%	12.60%	-2.040789	-2.240711
September 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	2	86,169	0.00%	0.48%	0	74,040	0.00%			
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	89	0.00%		4,167	438,044	0.95%	9.71%	-0.924441	-1.56202
September 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	1	171	0.58%	7.62%	62	4,067	1.52%	12.25%	-0.982442	-1.597282
September 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	4,411	0.07%	2.61%	1	1,420	0.07%	2.65%	-0.029784	-1.018108
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	14	15,594	0.09%	2.99%	1	1,420	0.07%	2.65%	0.263223	-0.839972
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	61	6,158	0.99%	9.90%	60	3,667	1.64%	12.69%	-2.439817	-2.483304
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	48	0.00%		62	4,067	1.52%	12.25%	-0.856973	-1.521003
September 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	94	34,667	0.27%	5.20%	5,008	628,875	0.80%	8.89%	-10.710503	-7.511524
September 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	103	41,062	0.25%	2.08%						-2.244054
September 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	15,607	0.01%	0.12%						-2.958895
September 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	103	41,062	0.25%							
September 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	15,607	0.01%							
September 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	903	38	23.76	18.19						
September 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	3	1	3.00	0.00	103	8	12.88	7.30	-1.27564	-1.775534
September 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	15	38	39.47%	48.88%						
September 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	8	25.00%	43.30%	3.719016	1.261001
September 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	3	3	100.00%	0.00%	2,354	2,426	97.03%	16.97%	-0.30273	-1.184047
September 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	3	3	100.00%	0.00%	2,136	2,142	99.72%	5.29%	-0.091734	-1.05577
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	4	4	100.00%	0.00%	6	6	100.00%	0.00%		
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	46	48	95.83%							
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	282	292	96.58%							
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	93	102	91.18%	28.36%	6	8	75.00%	43.30%	-1.017494	-1.618592
September 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	181	182	99.45%							
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	5	5	100.00%							
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%	2	2	100.00%	0.00%		

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	1	1	100.00%							
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	28	28	100.00%							
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	1	1	100.00%	0.00%	2	6	33.33%	47.14%	-1.309307	-1.796002
September 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	6	6	100.00%							
September 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	11	3	3.67	1.15	7,141	1,871	3.82	3.53	-0.073624	-1.04476
September 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	2	2	1.00	0.00	798	695	1.15	0.54	-0.384387	-1.233691
September 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	16	4	4.00							
September 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	134	44	3.05							
September 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	485	166	2.92							
September 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	456	97	4.70							
September 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	647	143	4.52							
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	21	5	4.20							
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	3	1	3.00							
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	39	13	3.00							
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	3	1	3.00							
September 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	13	4	3.25							
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	8	8	100.00%	0.00%		
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	6	6	100.00%	0.00%	4,525	4,951	91.40%	28.04%	-0.751118	-1.456647
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	54	54	100.00%	0.00%	15	15	100.00%	0.00%		
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	357	358	99.72%	5.28%	15	15	100.00%	0.00%	-1.748203	-2.062832
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	102	103	99.03%	9.81%	13	14	92.86%	25.75%	-0.841339	-1.511498
September 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	184	191	96.34%	18.79%	3,257	3,486	93.43%	24.77%	-1.577476	-1.959037
September 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	32	32	100.00%							
September 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	4,210	4,218	99.81%							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2948.16	18,426	0.16							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11078.40	17,310	0.64							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14026.56	18,426	0.76							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1715.01	5,197	0.33							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1898.49	5,197	0.37							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	144.00	1,200	0.12							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4051.64	1,018	3.98							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4195.64	1,200	3.50							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2757.48	4,178	0.66							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	39865.20	4,170	9.56							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	42622.68	4,178	10.20							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5727.16	8,548	0.67							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	12213.16	8,548	1.43							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1155.52	1,256	0.92							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1356.48	1,256	1.08							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2512.00	1,256	2.00							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1847.40	6,158	0.30							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	3631.20	12,104	0.30							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5478.60	6,158	0.89							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	97.76	1,222	0.08							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	798.70	2,282	0.35							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1528.75	1,223	1.25							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2425.21	2,282	1.06							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1334.94	3,513	0.38							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	67669.32	3,508	19.29							
September 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	69004.26	3,513	19.64							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	12435.50	7,106	1.75							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	18937.21	5,077	3.73							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	74818.82	6,163	12.14							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	29833.43	8,129	3.67							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20061.03	1,023	19.61							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6664.61	1,608	4.14							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22313.04	5,736	3.89							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2330.37	3,699	0.63							
September 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8281.88	1,780	4.65							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,494	4,311	81.05%							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	58	97	59.79%							
September 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	764	1,014	75.35%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,494	3,505	99.69%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	58	60	96.67%							
September 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	764	768	99.48%							
September 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	93:40	8	11:43							
September 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	661:51	300	2:12							
September 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	50	50	100.00%							
September 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	625	625	100.00%							
September 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,199	3,199	100.00%							
September 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	18	18	100.00%							
September 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	458	490	93.47%							
September 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	740	740	100.00%							
September 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
September 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	58	58	100.00%							
September 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	30	50	60.00%	48.99%	5	79	6.33%	24.35%	-12.19744	-8.415517
August 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,535	1,535	100.00%							
August 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,733,837	1,735,091	99.93%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	21,835	21,835	100.00%							
August 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,375	4,381	99.86%	3.70%	73,628	74,054	99.42%	7.56%	-3.727353	-3.266069
August 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	21,835	21,835	100.00%							
August 2014	Collocation	CP-2C	Collocations with Intervals Longer than 120 Days	All	Diagnostic	N/A	1	1	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	7545.06	51,784	0.15							
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	41,565	41,565	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-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	19	28	67.86%	46.70%	19	26	73.08%	44.36%	0.119586	-0.927297
August 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	1	1	100.00%	0.00%						
August 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	6	14	42.86%							
August 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	18	29	62.07%							
August 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	37	51	72.55%	44.63%	19	26	73.08%	44.36%	-0.233726	-1.142096
August 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - XDSLi	Diagnostic	N/A	0	1	0.00%							
August 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	15	24	62.50%	48.41%	15	29	51.72%	49.97%	-0.781461	-1.475094
August 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	LIS Trunk	Parity	N/A	4	6	66.67%	47.14%						
August 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	0	1	0.00%							
August 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	2	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	7	8	87.50%	33.07%	15	29	51.72%	49.97%	-1.792758	-2.089919
August 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	5	11	45.45%	49.79%	337	751	44.87%	49.74%	-0.038466	-1.023385
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	DS1	Parity	N/A	47:39	1	47:39	0:00	120:28	28	4:18	4:40	1.727934	0.050509
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	100:57	28	3:36	2:09	106:59	26	4:07	4:42	-0.398359	-1.242185
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	2:51	1	2:51	0:00						
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	84:59	14	6:04	5:48	11:24	2	5:42	2:06	-0.470497	-1.286042
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	103:57	29	3:35	2:10	11:24	2	5:42	2:06	-1.379421	-1.838628
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	220:13	51	4:19	4:27	114:48	26	4:25	4:49	-0.083955	-1.051041
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - XDSLi	Parity	N/A	40:37	1	40:37	0:00	120:28	28	4:18	4:40	1.880794	0.143441
August 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	429:32	69	6:14	5:40	156212:54	3,958	39:28	33:49	-8.093604	-5.920562
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	84:24	24	3:31	1:56	7238:05	25	289:31	1419:47	-0.704906	-1.428552
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	LIS Trunk	Parity	N/A	32:26	6	5:24	6:08						
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	10:37	1	10:37	0:00						
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	25:47	2	12:54	3:13						
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	17:03	8	2:08	1:40	7238:05	25	289:31	1419:47	-0.498322	-1.302958
August 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	169:38	20	8:29	6:07	41098:01	1,093	37:36	47:24	-2.722324	-2.655056
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	DS1	Parity	N/A	0	1	0.00%	0.00%	4	28	14.29%	34.99%	-0.401148	-1.243881
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	8	28	28.57%	45.18%	4	28	14.29%	34.99%	0.976104	-0.406571
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	14	0.00%	0.00%	0	2	0.00%	0.00%		
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	29	3.45%	18.25%	0	2	0.00%	0.00%	-1.517929	-1.922835
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	6	51	11.76%	32.22%	4	28	14.29%	34.99%	-0.3063	-1.186217
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - XDSLi	Parity	N/A	0	1	0.00%	0.00%	4	28	14.29%	34.99%	-0.401148	-1.243881
August 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	3	69	4.35%	20.39%	433	4,308	10.05%	30.07%	-1.563118	-1.950308
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	7	24	29.17%	45.45%	5	29	17.24%	37.77%	0.704004	-0.571996
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	LIS Trunk	Parity	N/A	1	6	16.67%	37.27%						
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	2	0.00%	0.00%						
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	1	8	12.50%	33.07%	5	29	17.24%	37.77%	-0.314308	-1.191086
August 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	1	20	5.00%	21.79%	114	1,168	9.76%	29.68%	-0.711263	-1.432417
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	52	2,379	2.19%	14.62%	55	3,869	1.42%	11.84%	2.477883	0.506446
August 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	7	87,969	0.01%	0.89%	0	74,880	0.00%			
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	0	92	0.00%		4,612	443,824	1.04%	10.14%	-0.98278	-1.597488
August 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	165	0.00%		57	4,157	1.37%	11.63%	-1.485372	-1.903042
August 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	15	4,467	0.34%	5.79%	2	1,473	0.14%	3.68%	1.807872	0.099108
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	31	15,603	0.20%	4.45%	2	1,473	0.14%	3.68%	0.626702	-0.618992
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	59	6,166	0.96%	9.74%	55	3,758	1.46%	12.01%	-2.038791	-2.239497
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	1	48	2.08%	14.28%	57	4,157	1.37%	11.63%	0.028766	-0.982512
August 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	89	35,083	0.25%	5.03%	5,476	635,724	0.86%	9.24%	-11.990889	-8.289943
August 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	6	40,774	0.02%	0.16%						-2.952835
August 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	2	15,607	0.01%	0.21%						-2.970567
August 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	22	41,206	0.05%							
August 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	2	15,631	0.01%							
August 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	LIS Trunk	Parity	N/A	26	2	13.00	0.00						
August 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Residence	Parity	N/A	21	1	21.00	0.00	36,005	293	122.88	139.27	-0.730292	-1.443986
August 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	427	17	25.12	16.90						
August 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop Analog	Parity	N/A	1	1	1.00	0.00	45,571	384	118.67	138.76	-0.846955	-1.514912
August 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	LIS Trunk	Parity	N/A	0	2	0.00%	0.00%						
August 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Residence	Parity	N/A	0	1	0.00%	0.00%	134	293	45.73%	49.82%	-0.916461	-1.557169
August 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	17	11.76%	32.22%						
August 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop Analog	Parity	N/A	0	1	0.00%	0.00%	181	384	47.14%	49.92%	-0.943032	-1.573323
August 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	2	2	100.00%	0.00%	2,206	2,273	97.05%	16.91%	-0.246353	-1.149772
August 2014	Ordering and Provisioning	OP-3C	No dispatches	Residence	Parity	N/A	2	2	100.00%	0.00%	2,043	2,046	99.85%	3.83%	-0.054166	-1.032931
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	4	4	100.00%							
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	13	13	100.00%	0.00%	3	3	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	52	56	92.86%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	445	459	96.95%							
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	84	91	92.31%	26.65%	7	9	77.78%	41.57%	-1.000192	-1.608074
August 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	190	192	98.96%							
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	11	11	100.00%							
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	7	7	100.00%	0.00%	4	4	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	4	4	100.00%							
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	20	20	100.00%							
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	12	16	75.00%	43.30%	2	4	50.00%	50.00%	-0.894427	-1.543773
August 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	36	36	100.00%							
August 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	9	2	4.50	0.71	5,698	1,682	3.39	1.91	0.87055	-0.470743
August 2014	Ordering and Provisioning	OP-4C	No dispatches	Residence	Parity	N/A	1	1	1.00	0.00	753	679	1.11	0.44	-0.246875	-1.150089
August 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	5	1	5.00							
August 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	133	44	3.02							
August 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	925	307	3.01							
August 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	432	86	5.02							
August 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	681	168	4.05							
August 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	56	11	5.09							
August 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	11	4	2.75							
August 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	31	11	2.82							
August 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	95	16	5.94							
August 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	148	30	4.93							
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	20	20	100.00%	0.00%	8	8	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	4	4	100.00%	0.00%	4,253	4,701	90.47%	29.36%	-0.648839	-1.394466
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	59	61	96.72%	17.81%	5	5	100.00%	0.00%	-1.050026	-1.63837
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	503	505	99.60%	6.28%	5	5	100.00%	0.00%	-2.063537	-2.254542
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	107	107	100.00%	0.00%	14	14	100.00%	0.00%		
August 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	228	228	100.00%	0.00%	3,093	3,330	92.88%	25.71%	-4.043624	-3.458349
August 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	36	36	100.00%							
August 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	3,744	3,746	99.95%							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2572.92	18,378	0.14							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	11621.82	17,346	0.67							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	14194.74	18,378	0.77							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1430.80	5,110	0.28							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1568.32	5,110	0.31							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	156.00	1,300	0.12							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	4932.00	1,300	3.79							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2519.30	4,130	0.61							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	22922.64	4,108	5.58							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	25441.94	4,130	6.16							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5317.80	8,863	0.60							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6256.00	5,440	1.15							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11573.80	8,863	1.31							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1026.60	1,180	0.87							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	1900.74	1,203	1.58							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2927.34	1,180	2.48							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1627.56	6,028	0.27							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	5210.74	12,118	0.43							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	6838.30	6,028	1.13							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	51.50	1,030	0.05							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	687.90	2,293	0.30							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1300.36	1,102	1.18							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2039.76	2,293	0.89							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1309.80	3,540	0.37							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	65259.16	3,539	18.44							
August 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	66568.96	3,540	18.80							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	14378.86	7,499	1.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	19283.39	5,158	3.74							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	75455.47	6,528	11.56							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	31541.27	8,394	3.76							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	21448.06	1,109	19.34							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6929.84	1,766	3.92							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	22540.00	5,635	4.00							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2405.39	3,890	0.62							
August 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8638.02	1,940	4.45							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,714	4,507	82.41%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	56	103	54.37%							
August 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	827	1,086	76.15%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,714	3,735	99.44%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	56	56	100.00%							
August 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	827	832	99.40%							
August 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	30:03	4	7:31							
August 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	467:33	299	1:34							
August 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	49	49	100.00%							
August 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Benchmark	95.00%	680	680	100.00%							
August 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,399	3,399	100.00%							
August 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	29	29	100.00%							
August 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	496	511	97.06%							
August 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	726	726	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
August 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	5	5	100.00%							
August 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	20	20	100.00%							
August 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	21	63	33.33%	47.14%	3	81	3.70%	18.89%	-9.339741	-6.67816
July 2014	Billing	BI-2	Invoices Delivered within 10 Days	All	Parity by Design	N/A	1,675	1,675	100.00%							
July 2014	Billing	BI-3A	Billing Accuracy - Adjustments for Errors	UNEs and Resale Aggregate	Diagnostic	N/A	1,757,766	1,758,042	99.98%							
July 2014	Billing	BI-3B	Billing Accuracy - Adjustments for Errors	Reciprocal Compensation	Diagnostic	N/A	20,403	20,403	100.00%							
July 2014	Billing	BI-4A	UNEs and Resale Aggregate	UNEs and Resale Aggregate	Parity	N/A	4,746	4,747	99.98%	1.45%	72,306	72,841	99.27%	8.54%	-5.577655	-4.390973
July 2014	Billing	BI-4B	Reciprocal Compensation (MOU):	Reciprocal Compensation	Diagnostic	N/A	20,393	20,393	100.00%							
July 2014	Collocation	CP-2B	Non-Forecasted and Late Forecasted Collocations	All	Diagnostic	N/A	2	2	100.00%							
July 2014	Database Updates	DB-1B	All	LIDB	Diagnostic	N/A	4,646,939	4,390,757	1.06							
July 2014	Database Updates	DB-1C-1	All	Directory Listing	Diagnostic	N/A	7882.36	53,037	0.15							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	IMAGUI	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	SIA	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-1	Gateway Availability - LSR	XML	Diagnostic	N/A	30,600	30,600	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	EBTA	Diagnostic	N/A	43,200	43,200	100.00%							
July 2014	Electronic Gateway Availability	GA-3	Gateway Availability - Repair	RepairGUI	Diagnostic	N/A	42,080	42,180	99.76%							
July 2014	Electronic Gateway Availability	GA-4	System Availability - ASR	EXACT	Diagnostic	N/A	22,860	22,860	100.00%							
July 2014	Electronic Gateway Availability	GA-7	Timely Outage Resolution after Software Releases	ALL	Diagnostic	N/A	0	0								
July 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	27	34	79.41%	40.43%	16	20	80.00%	40.00%	-0.313407	-1.190538
July 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	LIS Trunk	Parity	N/A	3	3	100.00%	0.00%						
July 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Diagnostic	N/A	4	7	57.14%							
July 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	17	29	58.62%							
July 2014	Maintenance and Repair	MR-5A	All Troubles Cleared w/i 4 Hours-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	40	58	68.97%	46.26%	18	22	81.82%	38.57%	0.863109	-0.475267
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	11	13	84.62%	36.08%	20	25	80.00%	40.00%	-0.337441	-1.20515
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Diagnostic	N/A	2	4	50.00%							
July 2014	Maintenance and Repair	MR-5B	All Troubles Cleared w/i 4 Hours-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	5	5	100.00%	0.00%	20	25	80.00%	40.00%	-1.020621	-1.620493
July 2014	Maintenance and Repair	MR-5X	Out of Service cleared w/i 24 hours	Business	Parity	N/A	3	9	33.33%	47.14%	404	781	51.73%	49.97%	0.760065	-0.537913
July 2014	Maintenance and Repair	MR-6B	Mean Time to Restore disp out MSA	Residence	Parity	N/A	97:16	1	97:16	0:00	34142:27	836	40:50	36:40	1.242641	-0.244528
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	104:05	34	3:04	1:50	69:44	18	3:52	3:22	-0.826997	-1.502778
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	LIS Trunk	Parity	N/A	3:20	3	1:07	1:06						
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	28:41	7	4:06	2:41	1:20	1	1:20	0:00		
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	100:23	29	3:28	2:16	1:20	1	1:20	0:00		
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	214:23	58	3:42	3:27	73:49	20	3:41	3:14	-0.143367	-1.087161
July 2014	Maintenance and Repair	MR-6D	Mean Time to Restore Interval Zone 1	Unbundled Loop Analog	Parity	N/A	1219:40	94	12:59	21:14	153190:40	3,966	38:38	40:56	-6.004863	-4.650697
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	39:17	13	3:01	2:11	63:43	21	3:02	2:14	-0.015639	-1.009508
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	24:16	4	6:04	3:17						
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	6:34	5	1:19	1:00	63:43	21	3:02	2:14	-1.547748	-1.940964
July 2014	Maintenance and Repair	MR-6E	Mean Time to Restore Interval Zone 2	Unbundled Loop Analog	Parity	N/A	45:17	7	6:28	1:40	39855:55	1,013	39:21	36:23	-2.382543	-2.448483
July 2014	Maintenance and Repair	MR-7B	Repair Repeat Report Rate-Disp out MSA	Residence	Parity	N/A	0	1	0.00%	0.00%	117	877	13.34%	34.00%	-0.392138	-1.238403
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Enhanced Extended Loops - DS1 Capable	Parity	N/A	4	34	11.76%	32.22%	6	22	27.27%	44.54%	-1.272624	-1.773701
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	LIS Trunk	Parity	N/A	0	3	0.00%	0.00%						
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	7	0.00%	0.00%	0	2	0.00%	0.00%		
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	2	29	6.90%	25.34%	0	2	0.00%	0.00%	-1.141256	-1.693834
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop - DS1 Capable	Parity	N/A	15	58	25.86%	43.79%	6	22	27.27%	44.54%	-0.1265	-1.076906
July 2014	Maintenance and Repair	MR-7D	Repair Repeat Report Rate-Zone 1	Unbundled Loop Analog	Parity	N/A	5	94	5.32%	22.44%	444	4,318	10.28%	30.37%	-1.56739	-1.952906
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Enhanced Extended Loops - DS1 Capable	Parity	N/A	2	13	15.38%	36.08%	4	25	16.00%	36.66%	-0.04909	-1.029845
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	0	4	0.00%	0.00%						
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop - DS1 Capable	Parity	N/A	0	5	0.00%	0.00%	4	25	16.00%	36.66%	-0.890871	-1.541611
July 2014	Maintenance and Repair	MR-7E	Repair Repeat Report Rate-Zone 2	Unbundled Loop Analog	Parity	N/A	0	7	0.00%	0.00%	135	1,086	12.43%	32.99%	-0.993643	-1.604092
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Enhanced Extended Loops - DS1 Capable	Parity	N/A	47	2,433	1.93%	13.76%	45	3,961	1.14%	10.60%	2.914814	0.772081
July 2014	Maintenance and Repair	MR-8	Trouble Rate	LIS Trunk	Parity	N/A	3	88,281	0.00%	0.58%	1	75,024	0.00%	0.37%	1.139271	-0.307372
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Residence	Parity	N/A	1	91	1.10%	10.43%	4,512	449,653	1.00%	9.97%	-0.254964	-1.155007
July 2014	Maintenance and Repair	MR-8	Trouble Rate	SUB-LOOP UNBUNDLING	Parity	N/A	0	163	0.00%		47	4,250	1.11%	10.46%	-1.324923	-1.805496
July 2014	Maintenance and Repair	MR-8	Trouble Rate	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	7	4,533	0.15%	3.93%	2	1,529	0.13%	3.61%	0.220962	-0.865665
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	33	15,400	0.21%	4.62%	2	1,529	0.13%	3.61%	0.861411	-0.476299
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - DS1 Capable	Parity	N/A	63	6,153	1.02%	10.07%	47	3,847	1.22%	10.99%	-0.876196	-1.532689
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop - XDSLi	Parity	N/A	0	49	0.00%		47	4,250	1.11%	10.46%	-0.736	-1.447456
July 2014	Maintenance and Repair	MR-8	Trouble Rate	Unbundled Loop Analog	Parity	N/A	101	35,500	0.28%	5.33%	5,404	642,627	0.84%	9.13%	-11.176183	-7.794637
July 2014	Maintenance and Repair	MR-9B	Repair Appointments Met-Disp out MSA	Residence	Parity	N/A	1	1	100.00%	0.00%	793	877	90.42%	29.43%	-0.325279	-1.197755
July 2014	Network Performance	NI-1A	Trunk Blockage to CTL-Q Tandem Ofc wi TGSR excl	LIS Trunk	Parity	N/A	11	41,206	0.03%	0.23%						-2.920165
July 2014	Network Performance	NI-1B	Trunk Blockage to CTL-Q End Ofc wi TGSR excl	LIS Trunk	Parity	N/A	1	15,703	0.01%	0.07%						-2.982164
July 2014	Network Performance	NI-1C	Trunk Blockage to CTL-Q Tandem Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	11	41,206	0.03%							
July 2014	Network Performance	NI-1D	Trunk Blockage to CTL-Q End Ofc w/o TGSR excl	LIS Trunk	Diagnostic	N/A	1	15,703	0.01%							
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	3	1	3.00	0.00						
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	169	8	21.13	4.26						
July 2014	Ordering and Provisioning	OP-15A	Interval for Pending Orders Delayed Past Due Date	Unbundled Loop - DS1 Capable	Parity	N/A	24	3	8.00	3.46	304	3	101.33	142.38	-0.802843	-1.488094
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	0	1	0.00%	0.00%						
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	1	8	12.50%	33.07%						
July 2014	Ordering and Provisioning	OP-15B-RD	Pending Orders Delayed for Facilities	Unbundled Loop - DS1 Capable	Parity	N/A	1	3	33.33%	47.14%	2	3	66.67%	47.14%	-0.866025	-1.526506
July 2014	Ordering and Provisioning	OP-3A	Dispatches within MSAs	Residence	Parity	N/A	1	1	100.00%	0.00%	2,176	2,251	96.67%	17.95%	-0.185611	-1.112844
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	2	2	100.00%							
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	LIS Trunk	Parity	N/A	6	6	100.00%	0.00%						
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	41	41	100.00%							
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	402	408	98.53%							
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	106	114	92.98%	25.54%	4	4	100.00%	0.00%	-0.681811	-1.414512
July 2014	Ordering and Provisioning	OP-3D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	90.00%	214	214	100.00%							
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	90.00%	9	9	100.00%							
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	LIS Trunk	Parity	N/A	3	4	75.00%	43.30%	3	3	100.00%	0.00%	-0.180012	-1.10944
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	90.00%	6	6	100.00%							

Month	PID Category	PID	PID Title	Product Category	Standard	Benchmark	CLEC Numerator	CLEC Denominator	CLEC Result	CLEC Standard Deviation	CTL-Q Numerator	CTL-Q Denominator	CTL-Q Result	CTL-Q Standard Deviation	Modified Z Score	Parity Score
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	90.00%	22	22	100.00%							
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Parity	N/A	27	27	100.00%	0.00%	9	11	81.82%	38.57%	-1.317893	-1.801222
July 2014	Ordering and Provisioning	OP-3E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	90.00%	14	14	100.00%							
July 2014	Ordering and Provisioning	OP-4A	Dispatches within MSAs	Residence	Parity	N/A	3	1	3.00	0.00	7,230	1,950	3.71	2.67	-0.265203	-1.161232
July 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	9	2	4.50							
July 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	99	39	2.54							
July 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	816	280	2.91							
July 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	753	102	7.38							
July 2014	Ordering and Provisioning	OP-4D	Interval Zone 1 Areas	Unbundled Loop Analog	Benchmark	6.00	752	167	4.50							
July 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Enhanced Extended Loops - DS1 Capable	Benchmark	6.00	18	5	3.60							
July 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	UNBUNDLED LOOP - ADSL COMPATIBLE	Benchmark	6.00	18	6	3.00							
July 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - 2 Wire Non-Loaded	Benchmark	6.00	45	15	3.00							
July 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop - DS1 Capable	Benchmark	5.50	123	27	4.56							
July 2014	Ordering and Provisioning	OP-4E	Interval Zone 2 Areas	Unbundled Loop Analog	Benchmark	6.00	61	13	4.69							
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	LIS Trunk	Parity	N/A	10	10	100.00%	0.00%	3	3	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Residence	Parity	N/A	1	1	100.00%	0.00%	4,368	4,830	90.43%	29.41%	-0.325188	-1.1977
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	UNBUNDLED LOOP - ADSL COMPATIBLE	Parity	N/A	48	48	100.00%	0.00%	4	4	100.00%	0.00%		
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - 2 Wire Non-Loaded	Parity	N/A	460	465	98.92%	10.31%	4	4	100.00%	0.00%	-1.726825	-2.049835
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop - DS1 Capable	Parity	N/A	139	141	98.58%	11.83%	14	15	93.33%	24.94%	-0.774699	-1.470983
July 2014	Ordering and Provisioning	OP-5A	New Service Installation Quality	Unbundled Loop Analog	Parity	N/A	220	228	96.49%	18.40%	3,106	3,364	92.33%	26.61%	-2.284735	-2.38902
July 2014	Ordering and Provisioning	OP-8B	Number Portability Timeliness with Loop Coord	LNP	Benchmark	95.00%	22	22	100.00%							
July 2014	Ordering and Provisioning	OP-8C	Number Portability Timeliness without Loop Coord	LNP	Benchmark	95.00%	7,094	7,098	99.94%							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	REQUEST	Diagnostic	N/A	2495.36	17,824	0.14							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	RESPONSE	Diagnostic	N/A	10873.17	17,259	0.63							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Address Validation)	TOTAL	Diagnostic	N/A	13368.53	17,824	0.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	REQUEST	Diagnostic	N/A	1463.84	5,228	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Appt. Scheduler)	TOTAL	Diagnostic	N/A	1602.65	5,228	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	REQUEST	Diagnostic	N/A	401.94	1,386	0.29							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	RESPONSE	Diagnostic	N/A	4776.00	1,200	3.98							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Assignment)	TOTAL	Diagnostic	N/A	5177.94	1,386	3.74							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	REQUEST	Diagnostic	N/A	2426.06	3,913	0.62							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	RESPONSE	Diagnostic	N/A	27905.74	4,021	6.94							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Facility Check)	TOTAL	Diagnostic	N/A	30331.80	3,913	7.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	REQUEST	Diagnostic	N/A	5462.73	8,671	0.63							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	RESPONSE	Diagnostic	N/A	6486.00	5,640	1.15							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Get CSR)	TOTAL	Diagnostic	N/A	11948.73	8,671	1.38							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	REQUEST	Diagnostic	N/A	1176.58	1,322	0.89							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	RESPONSE	Diagnostic	N/A	941.25	1,255	0.75							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Meet Point Inquiry)	TOTAL	Diagnostic	N/A	2117.83	1,322	1.60							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	REQUEST	Diagnostic	N/A	1668.24	5,958	0.28							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	RESPONSE	Diagnostic	N/A	4113.78	12,466	0.33							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (Service Availability)	TOTAL	Diagnostic	N/A	5782.02	5,958	0.97							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	ACCEPT	Diagnostic	N/A	46.24	1,156	0.04							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	REQUEST	Diagnostic	N/A	660.61	2,131	0.31							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	RESPONSE	Diagnostic	N/A	1482.08	1,256	1.18							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times (TN Reservation)	TOTAL	Diagnostic	N/A	2188.93	2,131	1.03							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	REQUEST	Diagnostic	N/A	1143.45	3,267	0.35							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	RESPONSE	Diagnostic	N/A	69328.16	3,581	19.36							
July 2014	Pre-Ordering	PO-1-IMA GUI	Pre-Order Response Times(Loop Qual Tools)	TOTAL	Diagnostic	N/A	70471.61	3,267	21.57							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Address Validation XML)	XML Request/Response	Diagnostic	N/A	13276.56	7,470	1.78							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Appt. Scheduler XML)	XML Request/Response	Diagnostic	N/A	21496.01	5,150	4.17							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Facility Check XML)	XML Request/Response	Diagnostic	N/A	71518.47	6,526	10.96							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Get CSR XML)	XML Request/Response	Diagnostic	N/A	30477.51	8,356	3.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Loop Qual Tools XML)	XML Request/Response	Diagnostic	N/A	20359.71	1,071	19.01							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Meet Point Inquiry XML)	XML Request/Response	Diagnostic	N/A	6872.94	1,772	3.88							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (Service Avail XML)	XML Request/Response	Diagnostic	N/A	23988.49	6,019	3.99							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times (TN Reservation XML)	XML Request/Response	Diagnostic	N/A	2516.77	3,845	0.65							
July 2014	Pre-Ordering	PO-1-XML	Pre-Order Response Times(Connecting Fac Assgn XML)	XML Request/Response	Diagnostic	N/A	8389.42	1,931	4.34							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	LNP	Diagnostic	N/A	3,776	4,590	82.27%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	92	52.17%							
July 2014	Pre-Ordering	PO-2A	All Electronic LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	939	1,207	77.80%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	LNP	Diagnostic	N/A	3,776	3,800	99.37%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Resale Aggregate W/O UNE-P-POTS	Diagnostic	N/A	48	48	100.00%							
July 2014	Pre-Ordering	PO-2B	All Flow-through Eligible LSRs	Unbundled Loop Aggregate	Diagnostic	N/A	939	943	99.58%							
July 2014	Pre-Ordering	PO-3C	LSRs received via facsimile	Product Aggregate	Diagnostic	N/A	41:16	5	8:15							
July 2014	Pre-Ordering	PO-3X	Electronic LSRs Rejected Manually	Product Aggregate	Diagnostic	N/A	476:27	290	1:39							
July 2014	Pre-Ordering	PO-5A-(a)	FOCs on Time for Fully Electronic LSRs	Resale Aggregate	Benchmark	95.00%	45	45	100.00%							
July 2014	Pre-Ordering	PO-5A-(b)	FOCs on Time for Fully Electronic LSRs	Unbundled Loop AGG-EELs	Diagnostic	N/A	808	808	100.00%							
July 2014	Pre-Ordering	PO-5A-(c)	FOCs on Time for Fully Electronic LSRs	LNP	Benchmark	95.00%	3,429	3,429	100.00%							
July 2014	Pre-Ordering	PO-5B-(a)	FOCs on Time for Electronic/Manual LSRs	Resale Aggregate	Benchmark	90.00%	31	31	100.00%							
July 2014	Pre-Ordering	PO-5B-(b)	FOCs on Time for Electronic/Manual LSRs	Unbundled Loop AGG-EELs	Benchmark	90.00%	515	535	96.26%							
July 2014	Pre-Ordering	PO-5B-(c)	FOCs on Time for Electronic/Manual LSRs	LNP	Benchmark	90.00%	728	728	100.00%							
July 2014	Pre-Ordering	PO-5C-(a)	FOCs on Time for manual LSRs via Facsimile	Resale Aggregate	Benchmark	90.00%	1	1	100.00%							
July 2014	Pre-Ordering	PO-5C-(c)	FOCs on Time for manual LSRs via Facsimile	LNP	Benchmark	90.00%	3	3	100.00%							
July 2014	Pre-Ordering	PO-5D	FOCs provided for ASRs requesting LIS Trunks.	LIS Trunk	Benchmark	85.00%	33	33	100.00%							
July 2014	Pre-Ordering	PO-9B	Unbundled Loops	Unbundled Loops and Number Portability	Parity	N/A	32	62	51.61%	49.97%	3	82	3.66%	18.77%	-15.17712	-10.227034
July 2014	Pre-Ordering	PO-9C	LIS Trunks	LIS Trunk	Parity	N/A	0	1	0.00%	0.00%						