CenturyLink™

| PID Description | Month | CLEC Numerator | CLEC Denominator | CLEC Result | Standard Deviation | Qwest Numerator | Qwest Denominator | Q Result | Modified Z | Parity |
|---|---|---|---|---|---|---|---|---|---|---|
| BI-1A Time to Provide Usage Records | January 2012 | 7558061 | 3215928 | 2 | 0.5 | 2413516 | 713647 | 3 | -178.02 | (109.23) |
| UNEs and Resale Aggregate Parity | December 2011 | 7446641 | 3374480 | 2 | 0.58 | 2900602 | 715196 | 4 | -203.41 | (124.67) |
| | November 2011 | 7054768 | 3171551 | 2 | 0.61 | 2005332 | 660660 | 3 | -148.85 | (91.50) |
| | October 2011 | 7903977 | 3289477 | 2 | 0.52 | 2382369 | 696866 | 3 | -180.31 | (110.62) |
| | September 2011 | 7986577 | 3335247 | 2 | 0.57 | 2626692 | 736019 | 4 | -202.61 | (124.18) |
| | August 2011 | 8530259 | 3564113 | 2 | 0.5 | 2596603 | 806818 | 3 | -170.79 | (104.83) |
| | July 2011 | 8128856 | 3409935 | 2 | 0.51 | 2399442 | 749780 | 3 | -165.27 | (101.48) |
| | June 2011 | 9690252 | 3911361 | 2 | 0.58 | 2738530 | 868536 | 3 | -148.77 | (91.44) |
| | May 2011 | 8564201 | 3574954 | 2 | 0.51 | 2662731 | 807085 | 3 | -179.13 | (109.90) |
| | April 2011 | 8518554 | 3558823 | 2 | 0.52 | 2646092 | 817006 | 3 | -175.00 | (107.39) |
| | March 2011 | 9657513 | 4054979 | 2 | 0.5 | 2978027 | 962537 | 3 | -164.16 | (100.81) |
| | February 2011 | 8249327 | 3460580 | 2 | 0.5 | 2437696 | 801430 | 3 | -139.44 | (85.78) |
| BI-1B Time to Provide Usage Records | January 2012 | 27447750 | 27447813 | 100% | 0.0015 | 0 | 0 | 0% | 0.00 | (0.16) |
| Jointly-provided Switched Access | December 2011 | 26917423 | 26917423 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| Benchmark 0.95 | November 2011 | 25705965 | 25705965 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 23602106 | 23603593 | 100% | 0.0079 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 28604734 | 28605579 | 100% | 0.0054 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 32535370 | 32535373 | 100% | 0.0003 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 27486221 | 27486526 | 100% | 0.0033 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 28949201 | 28949393 | 100% | 0.0026 | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 25726113 | 25726301 | 100% | 0.0027 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 26995289 | 26995350 | 100% | 0.0015 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 30318340 | 30318340 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 25725655 | 25725828 | 100% | 0.0026 | 0 | 0 | 0% | 0.00 | (0.16) |
| BI-1C-1 Time to Provide Usage Records | January 2012 | 34 | 15 | 2 | 0.46 | 2413516 | 713647 | 3 | -0.98 | (1.59) |
| [CAT11] UNEs and Resale Aggregate Parity | December 2011 | 26 | 12 | 2 | 0.39 | 2900602 | 715196 | 4 | -0.94 | (1.57) |
| | November 2011 | 26 | 13 | 2 | 0.71 | 2005332 | 660660 | 3 | -0.93 | (1.56) |
| | October 2011 | 29 | 14 | 2 | 0.27 | 2382369 | 696866 | 3 | -1.18 | (1.72) |
| | September 2011 | 41 | 17 | 2 | 0.51 | 2626692 | 736019 | 4 | -1.06 | (1.64) |
| | August 2011 | 39 | 18 | 2 | 0.38 | 2596603 | 806818 | 3 | -1.14 | (1.69) |
| | July 2011 | 37 | 15 | 2 | 0.52 | 2399442 | 749780 | 3 | -0.73 | (1.45) |
| | June 2011 | 45 | 20 | 2 | 0.55 | 2738530 | 868536 | 3 | -1.05 | (1.64) |
| | May 2011 | 37 | 17 | 2 | 0.39 | 2662731 | 807085 | 3 | -1.13 | (1.69) |
| | April 2011 | 738 | 316 | 2 | 0.64 | 2646092 | 817006 | 3 | -4.08 | (3.48) |
| | March 2011 | 1653 | 722 | 2 | 0.49 | 2978027 | 962537 | 3 | -5.65 | (4.43) |
| | February 2011 | 273321 | 118010 | 2 | 0.49 | 2437696 | 801430 | 3 | -61.15 | (38.17) |
| BI-1C-2 Time to Provide Usage Records | January 2012 | 7558027 | 3215913 | 2 | 0.5 | 2413516 | 713647 | 3 | -178.02 | (109.23) |
| [CAT10] UNEs and Resale Aggregate Parity | December 2011 | 7446615 | 3374468 | 2 | 0.58 | 2900602 | 715196 | 4 | -203.41 | (124.67) |
| | November 2011 | 7054742 | 3171538 | 2 | 0.61 | 2005332 | 660660 | 3 | -148.85 | (91.50) |
| | October 2011 | 7903948 | 3289463 | 2 | 0.52 | 2382369 | 696866 | 3 | -180.31 | (110.62) |
| | September 2011 | 7986536 | 3335230 | 2 | 0.57 | 2626692 | 736019 | 4 | -202.61 | (124.18) |
| | August 2011 | 8530220 | 3564095 | 2 | 0.5 | 2596603 | 806818 | 3 | -170.79 | (104.83) |
| | July 2011 | 8128819 | 3409920 | 2 | 0.51 | 2399442 | 749780 | 3 | -165.27 | (101.48) |
| | June 2011 | 9690207 | 3911341 | 2 | 0.58 | 2738530 | 868536 | 3 | -148.77 | (91.44) |
| | May 2011 | 8564164 | 3574937 | 2 | 0.51 | 2662731 | 807085 | 3 | -179.13 | (109.90) |
| | April 2011 | 8517816 | 3558823 | 2 | 0.52 | 2646092 | 817006 | 3 | -175.00 | (107.39) |
| | March 2011 | 9655860 | 4054257 | 2 | 0.5 | 2978027 | 962537 | 3 | -164.16 | (100.80) |
| | February 2011 | 7976006 | 3342570 | 2 | 0.51 | 2437696 | 801430 | 3 | -138.48 | (85.19) |
| BI-2 Invoices Delivered within 10 Days All | January 2012 | 1375 | 1375 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Parity by Design | December 2011 | 1525 | 1525 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1411 | 1411 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1398 | 1398 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1491 | 1491 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1456 | 1456 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1513 | 1513 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1458 | 1459 | 100% | 2.62% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1262 | 1262 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1435 | 1435 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1499 | 1499 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1195 | 1196 | 100% | 2.89% | 0 | 0 | 0% | 0.00 | 0.00 |
| BI-3A Billing Accuracy - Adjustments for | January 2012 | 3469377 | 3469730 | 100% | 1.01% | 0 | 0 | 0% | 0.00 | (0.06) |
| Errors UNEs and Resale Aggregate | December 2011 | 972601 | 972615 | 100% | 0.38% | 0 | 0 | 0% | 0.00 | (0.06) |
| Benchmark 0.98 | November 2011 | 2226055 | 2226058 | 100% | 0.10% | 0 | 0 | 0% | 0.00 | (0.06) |
| | October 2011 | 2214412 | 2216484 | 100% | 3.06% | 0 | 0 | 0% | 0.00 | (0.06) |
| | September 2011 | 2189356 | 2198078 | 100% | 6.29% | 0 | 0 | 0% | 0.00 | (0.05) |
| | August 2011 | 2219543 | 2219669 | 100% | 0.75% | 0 | 0 | 0% | 0.00 | (0.06) |
| | July 2011 | 2190797 | 2192144 | 100% | 2.48% | 0 | 0 | 0% | 0.00 | (0.06) |
| | June 2011 | 2213789 | 2215258 | 100% | 2.57% | 0 | 0 | 0% | 0.00 | (0.06) |
| | May 2011 | 2219306 | 2220698 | 100% | 2.50% | 0 | 0 | 0% | 0.00 | (0.06) |
| | April 2011 | 2186733 | 2192956 | 100% | 5.32% | 0 | 0 | 0% | 0.00 | (0.05) |
| | March 2011 | 2279741 | 2281441 | 100% | 2.73% | 0 | 0 | 0% | 0.00 | (0.06) |
| | February 2011 | 2098329 | 2099886 | 100% | 2.72% | 0 | 0 | 0% | 0.00 | (0.06) |
| BI-3B Billing Accuracy - Adjustments for | January 2012 | 23429 | 23429 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| Errors Reciprocal Compensation | December 2011 | 23897 | 23897 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| Benchmark 0.95 | November 2011 | 25092 | 25092 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 26003 | 26003 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 25522 | 25522 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 25500 | 25500 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 24571 | 24571 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 25316 | 25316 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 25812 | 25812 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 28308 | 28308 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 21533 | 26505 | 81% | 39.04% | 0 | 0 | 0% | 0.00 | 0.43 |
| | February 2011 | 0 | 29213 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 3.00 |
| BI-4A  Billing Completeness UNEs and Resale Aggregate  Parity | January 2012 | 4997 | 4999 | 100% | 2.00% | 85175 | 85539 | 100% | -4.07 | (3.47) |
| | December 2011 | 4882 | 4885 | 100% | 2.48% | 83491 | 83867 | 100% | -3.93 | (3.39) |
| | November 2011 | 7623 | 7631 | 100% | 3.24% | 93299 | 93816 | 99% | -5.06 | (4.08) |
| | October 2011 | 6285 | 6291 | 100% | 3.09% | 96999 | 97439 | 100% | -4.08 | (3.48) |
| | September 2011 | 5713 | 5716 | 100% | 2.29% | 97972 | 98199 | 100% | -2.73 | (2.66) |
| | August 2011 | 5714 | 5716 | 100% | 1.87% | 95752 | 96091 | 100% | -3.94 | (3.39) |
| | July 2011 | 7895 | 7907 | 100% | 3.89% | 98777 | 99076 | 100% | -2.34 | (2.42) |
| | June 2011 | 6126 | 6134 | 100% | 3.61% | 130351 | 130629 | 100% | -1.37 | (1.83) |
| | May 2011 | 5835 | 5866 | 99% | 7.25% | 138133 | 138782 | 100% | 0.67 | (0.59) |
| | April 2011 | 5836 | 5841 | 100% | 2.92% | 132274 | 132822 | 100% | -3.82 | (3.32) |
| | March 2011 | 8973 | 8988 | 100% | 4.08% | 114246 | 115202 | 99% | -6.67 | (5.06) |
| | February 2011 | 6223 | 6236 | 100% | 4.56% | 137955 | 138912 | 99% | -4.49 | (3.73) |
| BI-4B  Billing Completeness Reciprocal Compensation  Benchmark 0.95 | January 2012 | 23419 | 23419 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 23897 | 23897 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 25092 | 25092 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 26003 | 26003 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 25522 | 25522 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 25500 | 25500 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 24571 | 24571 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 25316 | 25316 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 25812 | 25812 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 28308 | 28308 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 26505 | 26505 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 29213 | 29213 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| BI-5A  Billing Accuracy & Claims Processing - Acknowledgment All  Benchmark 0.95 | January 2012 | 171 | 173 | 99% | 10.69% | 0 | 0 | 0% | 0.00 | (0.12) |
| | December 2011 | 147 | 151 | 97% | 16.06% | 0 | 0 | 0% | 0.00 | (0.07) |
| | November 2011 | 80 | 85 | 94% | 23.53% | 0 | 0 | 0% | 0.00 | 0.03 |
| | October 2011 | 110 | 116 | 95% | 22.15% | 0 | 0 | 0% | 0.00 | 0.01 |
| | September 2011 | 157 | 163 | 96% | 18.83% | 0 | 0 | 0% | 0.00 | (0.04) |
| | August 2011 | 303 | 303 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 179 | 179 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 157 | 157 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 112 | 112 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 212 | 212 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 206 | 206 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 90 | 90 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| BI-5B  Billing Accuracy & Claims Processing - Resolution All  Benchmark 0.95 | January 2012 | 171 | 171 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 139 | 144 | 97% | 18.31% | 0 | 0 | 0% | 0.00 | (0.05) |
| | November 2011 | 47 | 47 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 101 | 101 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 197 | 197 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 245 | 245 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 200 | 203 | 99% | 12.07% | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 109 | 114 | 96% | 20.48% | 0 | 0 | 0% | 0.00 | (0.02) |
| | May 2011 | 143 | 143 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 182 | 182 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 191 | 198 | 96% | 18.47% | 0 | 0 | 0% | 0.00 | (0.05) |
| | February 2011 | 142 | 161 | 88% | 32.26% | 0 | 0 | 0% | 0.00 | 0.21 |
| CP-1A  Scheduled Interval 90 Calender Days or Less All  Benchmark  90 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 71 | 1 | 71 | 0 | 0 | 0 | 0 | 0.00 | (0.63) |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| CP-1B  Scheduled Interval 91 to 120 Calendar Days All  Benchmark  120 | January 2012 | 80 | 1 | 80 | 0 | 0 | 0 | 0 | 0.00 | (1.00) |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 299 | 3 | 100 | 5.51 | 0 | 0 | 0 | 0.00 | (0.51) |
| | August 2011 | 336 | 4 | 84 | 23.42 | 0 | 0 | 0 | 0.00 | (0.90) |
| | July 2011 | 98 | 1 | 98 | 0 | 0 | 0 | 0 | 0.00 | (0.55) |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 114 | 1 | 114 | 0 | 0 | 0 | 0 | 0.00 | (0.15) |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| CP-1C  Scheduled Interval 121 to 150 Calendar Days All  Benchmark  150 | January 2012 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 104 | 1 | 104 | 0.00 | 0 | 0 | 0 | 0.00 | (0.92) |
| | September 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 121 | 1 | 121 | 0.00 | 0 | 0 | 0 | 0.00 | (0.58) |
| | July 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 568 | 5 | 114 | 19.50 | 0 | 0 | 0 | 0.00 | (0.73) |
| | April 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| CP-2B  Non-Forcasted & Late Forecasted Collocations All  Benchmark  0.9 | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 4 | 4 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| CP-2C  Collocations with Intervals Longer than 120 Days All  Benchmark  0.9 | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 6 | 6 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| CP-3  Collocation Feasibility Study Interval All  Benchmark  10 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 8 | 1 | 8 | 0 | 0 | 0 | 0 | 0.00 | (0.60) |
| | November 2011 | 28 | 3 | 9 | 1.15 | 0 | 0 | 0 | 0.00 | (0.20) |
| | October 2011 | 19 | 2 | 10 | 0.71 | 0 | 0 | 0 | 0.00 | (0.15) |
| | September 2011 | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | (0.90) |
| | August 2011 | 50 | 6 | 8 | 1.37 | 0 | 0 | 0 | 0.00 | (0.50) |
| | July 2011 | 17 | 2 | 9 | 0.71 | 0 | 0 | 0 | 0.00 | (0.45) |
| | June 2011 | 45 | 5 | 9 | 0 | 0 | 0 | 0 | 0.00 | (0.30) |
| | May 2011 | 68 | 8 | 9 | 0.53 | 0 | 0 | 0 | 0.00 | (0.45) |
| | April 2011 | 28 | 3 | 9 | 0.58 | 0 | 0 | 0 | 0.00 | (0.20) |
| | March 2011 | 16 | 2 | 8 | 0 | 0 | 0 | 0 | 0.00 | (0.60) |
| | February 2011 | 68 | 7 | 10 | 0.49 | 0 | 0 | 0 | 0.00 | (0.09) |
| CP-4  Collocation Feasibility Study Commitments Met All  Benchmark  0.9 | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 6 | 6 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 5 | 5 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 8 | 8 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 7 | 7 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| DA-1  Speed of Answer - Directory Assistance   Parity by Design | January 2012 | 0 | 0 | :00 | :00 | 8.71 | 1 | :24 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | :00 | :00 | 8.7 | 1 | :00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | :00 | :00 | 7.9 | 1 | :00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | :00 | :00 | 8.28 | 1 | :12 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | :00 | :00 | 7.92 | 1 | :48 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | :00 | :00 | 8.12 | 1 | :48 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | :00 | :00 | 8.03 | 1 | :12 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | :00 | :00 | 8.59 | 1 | :36 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | :00 | :00 | 7.64 | 1 | :36 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | :00 | :00 | 7.81 | 1 | :24 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | :00 | :00 | 7.38 | 1 | :12 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | :00 | :00 | 8.19 | 1 | :36 | 0.00 | 0.00 |
| DB-1A  Time to Update Databases E911 Parity by Design | January 2012 | 38.09375 | 31733 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 32.2180556 | 31971 | 00:01 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 97.3090278 | 27365 | 00:05 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 125.842361 | 37866 | 00:05 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 53.2041667 | 39199 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 54.5611111 | 40480 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 49.1805556 | 44627 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 74.5083333 | 53918 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 60.3291667 | 39942 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 38.9861111 | 36369 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 55.5701389 | 47984 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 56.6833333 | 38790 | 00:02 | 00:00 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| DB-1B  Time to Update Databases LIDB Parity by Design | January 2012 | 4398254 | 4236134 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 4965898 | 4791304 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5102564 | 4946636 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 8921652 | 8449144 | :24 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 9551910 | 8945820 | :48 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 10705144 | 10237527 | :00 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 8680460 | 8337198 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 6684406 | 6498207 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 9089086 | 8786124 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 12196154 | 11883946 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 14941664 | 14661233 | :48 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5106899 | 4924252 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-1C-1  Time to Update Databases Directory Listing  Parity by Design | January 2012 | 34638.6 | 85956 | :00 | :36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 30180.58 | 87997 | :36 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 54213.13 | 137704 | :36 | :36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 69359.5 | 161036 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 54792.44 | 161270 | :36 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 63948.82 | 172597 | :48 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 72832.12 | 186659 | :36 | :36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 75682.34 | 201446 | :12 | :12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 70092.63 | 160200 | :36 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 47478.84 | 144616 | :12 | :48 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 99517.24 | 188229 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 41732.31 | 149964 | :12 | :00 | 0 | 0 | :00 | 0.00 | 0.00 |
| DB-2C-1  Accurate Database Updates Directory Listing  Parity by Design | January 2012 | 64485 | 65329 | 99% | 11.29% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 63689 | 64904 | 98% | 13.55% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 102405 | 104327 | 98% | 13.45% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 120628 | 122779 | 98% | 13.12% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 121982 | 123936 | 98% | 12.46% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 132984 | 135110 | 98% | 12.44% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 135223 | 137662 | 98% | 13.19% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 156642 | 158808 | 99% | 11.60% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 126079 | 128095 | 98% | 12.45% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 109030 | 110955 | 98% | 13.06% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 146076 | 149530 | 98% | 15.02% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 112253 | 114167 | 98% | 12.84% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-1  Gateway Availability - IMA-GUI All Benchmark  0.9925 | January 2012 | 30056 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 30420 | 30420 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 28382 | 28440 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 29458 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 29880 | 29880 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 29381 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 30008 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 27900 | 27900 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 27306 | 27360 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-1  Gateway Availability - IMA-GUI SIA Benchmark  0.9925 | January 2012 | 30060 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 30420 | 30420 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 29880 | 29880 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 29880 | 29880 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 30060 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 29340 | 29340 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 27360 | 27360 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-3  Gateway Availability - EB-TA Benchmark  0.9925 | January 2012 | 42900 | 42900 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 43140 | 43140 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 41760 | 41760 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 42593 | 42840 | 99% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 41726 | 41760 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 43200 | 43200 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 42840 | 42840 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 41272 | 41760 | 99% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 42900 | 42900 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 41637 | 41700 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 42878 | 43200 | 99% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 38880 | 38880 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-4  System Availability - EXACT Benchmark  0.9925 | January 2012 | 21960 | 21960 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 22500 | 22500 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 21960 | 21960 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 21600 | 21600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 21960 | 21960 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 22860 | 22860 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 21600 | 21600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 21960 | 21960 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 21960 | 21960 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 21600 | 21600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 22860 | 22860 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 20160 | 20160 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-6  Gateway Availability - GUI - Repair Benchmark  0.9925 | January 2012 | 41820 | 41820 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 41925 | 41925 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 40740 | 40740 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 41452 | 41565 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 40740 | 40740 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 42180 | 42180 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 41565 | 41565 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 40515 | 40740 | 99% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 41820 | 41820 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 40422 | 40485 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 42004 | 42180 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 37860 | 37860 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-7  Timely Outage Resolution following | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Software Releases GA-7 XML Reporting | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Benchmark  0.95 | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| GA-8  Gateway Availability - IMA-XML GA-8 | January 2012 | 30004 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| XML Reporting  Benchmark  0.9925 | December 2011 | 30420 | 30420 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 28375 | 28440 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 29520 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 29750 | 29880 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 29381 | 29520 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 30008 | 30060 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 27900 | 27900 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 30600 | 30600 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 27308 | 27360 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10   Customer and Non-CTLQ Related | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Trouble Reports Basic Rate ISDN  Parity | December 2011 | 0 | 1 | 0% | 0.00% | 1 | 6 | 17% | -0.41 | (1.25) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 4 | 6 | 67% | 0.65 | (1.34) |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 2 | 50% | 50.00% | 5 | 15 | 33% | 0.47 | (1.15) |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10   Customer and Non-CTLQ Related | January 2012 | 4 | 11 | 36% | 48.10% | 641 | 2147 | 30% | 0.47 | (0.89) |
| Trouble Reports Business  Parity | December 2011 | 1 | 8 | 13% | 33.07% | 563 | 1551 | 36% | -1.40 | (1.85) |
| | November 2011 | 1 | 12 | 8% | 27.64% | 602 | 1651 | 36% | -2.02 | (2.23) |
| | October 2011 | 2 | 7 | 29% | 45.18% | 604 | 1821 | 33% | -0.26 | (1.16) |
| | September 2011 | 2 | 2 | 100% | 0.00% | 587 | 1613 | 36% | 1.87 | (0.32) |
| | August 2011 | 12 | 20 | 60% | 48.99% | 627 | 1856 | 34% | 2.47 | 0.32 |
| | July 2011 | 4 | 8 | 50% | 50.00% | 600 | 1654 | 36% | 0.81 | (0.72) |
| | June 2011 | 5 | 16 | 31% | 46.35% | 602 | 1739 | 35% | -0.28 | (1.17) |
| | May 2011 | 5 | 13 | 38% | 48.65% | 595 | 1779 | 33% | 0.38 | (0.93) |
| | April 2011 | 4 | 9 | 44% | 49.69% | 635 | 1738 | 37% | 0.49 | (0.89) |
| | March 2011 | 6 | 14 | 43% | 49.49% | 691 | 2021 | 34% | 0.68 | (0.74) |
| | February 2011 | 3 | 7 | 43% | 49.49% | 611 | 1697 | 36% | 0.38 | (0.99) |
| MR-10   Customer and Non-CTLQ Related | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Trouble Reports Centrex  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0.00% | 15 | 43 | 35% | -0.72 | (1.44) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10   Customer and Non-CTLQ Related | January 2012 | 1 | 3 | 33% | 47.14% | 4 | 13 | 31% | 0.09 | (1.33) |
| Trouble Reports Centrex 21  Parity | December 2011 | 1 | 2 | 50% | 50.00% | 7 | 21 | 33% | 0.48 | (1.13) |
| | November 2011 | 2 | 3 | 67% | 47.14% | 6 | 20 | 30% | 1.29 | (0.63) |
| | October 2011 | 1 | 2 | 50% | 50.00% | 11 | 21 | 52% | -0.06 | (1.04) |
| | September 2011 | 2 | 2 | 100% | 0.00% | 6 | 25 | 24% | 2.42 | (0.14) |
| | August 2011 | 1 | 2 | 50% | 50.00% | 1 | 18 | 6% | 2.60 | (0.48) |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 3 | 4 | 75% | 43.30% | 2 | 18 | 11% | 3.68 | 0.20 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 3 | 18 | 17% | 3.00 | (0.02) |
| | April 2011 | 1 | 2 | 50% | 50.00% | 5 | 23 | 22% | 0.93 | (0.89) |
| | March 2011 | 2 | 4 | 50% | 50.00% | 8 | 37 | 22% | 1.31 | (0.58) |
| | February 2011 | 0 | 1 | 0% | 0.00% | 1 | 14 | 7% | -0.27 | (1.16) |
| MR-10   Customer and Non-CTLQ Related | January 2012 | 0 | 1 | 0% | 0.00% | 59 | 220 | 27% | -0.60 | (1.37) |
| Trouble Reports DS0  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 38 | 131 | 29% | 1.56 | (0.67) |
| | October 2011 | 4 | 4 | 100% | 0.00% | 42 | 139 | 30% | 3.00 | 0.42 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 63 | 190 | 33% | 1.42 | (0.74) |
| | July 2011 | 1 | 1 | 100% | 0.00% | 52 | 154 | 34% | 1.40 | (0.75) |
| | June 2011 | 2 | 2 | 100% | 0.00% | 47 | 182 | 26% | 2.38 | (0.10) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 0 | 1 | 0% | 0.00% | 61 | 202 | 30% | -0.66 | (1.40) |
| | April 2011 | 0 | 1 | 0% | 0.00% | 46 | 145 | 32% | -0.68 | (1.41) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 2 | 2 | 100% | 0.00% | 48 | 185 | 26% | 2.38 | (0.10) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports DS1 Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 5 | 20% | 40.00% | 71 | 195 | 36% | -0.75 | (1.46) |
| | November 2011 | 1 | 4 | 25% | 43.30% | 53 | 161 | 33% | -0.33 | (1.20) |
| | October 2011 | 0 | 1 | 0% | 0.00% | 75 | 166 | 45% | -0.91 | (1.55) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 6 | 33% | 47.14% | 74 | 195 | 38% | -0.23 | (1.14) |
| | July 2011 | 0 | 2 | 0% | 0.00% | 55 | 170 | 32% | -0.97 | (1.59) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 63 | 152 | 41% | 1.18 | (0.87) |
| | April 2011 | 2 | 3 | 67% | 47.14% | 60 | 173 | 35% | 1.15 | (0.65) |
| | March 2011 | 1 | 1 | 100% | 0.00% | 64 | 175 | 37% | 1.31 | (0.80) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports DS3 Parity | January 2012 | 0 | 1 | 0% | 0.00% | 3 | 5 | 60% | -1.12 | (1.68) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports E911 Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0.00% | 66 | 69 | 96% | -4.66 | (3.83) |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2 | 0% | 0.00% | 117 | 119 | 98% | -10.73 | (7.52) |
| | February 2011 | 0 | 2 | 0% | 0.00% | 94 | 100 | 94% | -5.54 | (4.37) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Frame Relay Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 1 | 13 | 8% | 3.34 | (0.35) |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0.00% | 1 | 13 | 8% | -0.28 | (1.17) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 5 | 11 | 45% | 1.05 | (1.00) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports ISDN Primary Parity | January 2012 | 0 | 1 | 0% | 0.00% | 40 | 123 | 33% | -0.69 | (1.42) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0.00% | 48 | 97 | 49% | -0.98 | (1.60) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports LIS Trunk Parity | January 2012 | 12 | 13 | 92% | 26.65% | 2 | 4 | 50% | 1.48 | (0.29) |
| | December 2011 | 10 | 13 | 77% | 42.13% | 2 | 6 | 33% | 1.87 | (0.20) |
| | November 2011 | 6 | 8 | 75% | 43.30% | 4 | 5 | 80% | -0.22 | (1.13) |
| | October 2011 | 5 | 5 | 100% | 0.00% | 1 | 4 | 25% | 2.58 | 0.01 |
| | September 2011 | 13 | 15 | 87% | 33.99% | 1 | 2 | 50% | 0.97 | (0.73) |
| | August 2011 | 6 | 8 | 75% | 43.30% | 1 | 2 | 50% | 0.63 | (1.05) |
| | July 2011 | 8 | 8 | 100% | 0.00% | 6 | 7 | 86% | 0.79 | (0.95) |
| | June 2011 | 11 | 11 | 100% | 0.00% | 3 | 4 | 75% | 0.99 | (0.62) |
| | May 2011 | 7 | 7 | 100% | 0.00% | 3 | 3 | 100% | 0.00 | 0.00 |
| | April 2011 | 7 | 9 | 78% | 41.57% | 12 | 12 | 100% | 0.00 | 0.00 |
| | March 2011 | 8 | 10 | 80% | 40.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | February 2011 | 11 | 12 | 92% | 27.64% | 6 | 6 | 100% | 0.00 | 0.00 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports PBX Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 4 | 75% | 43.30% | 5 | 16 | 31% | 1.69 | (0.38) |
| | October 2011 | 6 | 6 | 100% | 0.00% | 10 | 19 | 53% | 2.03 | 0.03 |
| | September 2011 | 0 | 1 | 0% | 0.00% | 7 | 20 | 35% | -0.72 | (1.44) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 6 | 17% | 37.27% | 5 | 14 | 36% | -0.81 | (1.50) |
| | June 2011 | 0 | 2 | 0% | 0.00% | 7 | 20 | 35% | -0.99 | (1.60) |
| | May 2011 | 0 | 1 | 0% | 0.00% | 8 | 10 | 80% | -1.91 | (2.16) |

| | | | | | | | | | |
|---|---|---:|---:|---:|---:|---:|---:|---:|---:|---:|
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0.00% | 12 | 28 | 43% | -0.85 | (1.52) |
| | February 2011 | 0 | 1 | 0% | 0.00% | 12 | 22 | 55% | -1.07 | (1.65) |
| MR-10  Customer and Non-CTLQ Related Trouble Reports Residence  Parity | January 2012 | 9 | 17 | 53% | 49.91% | 3664 | 14103 | 26% | 2.53 | 0.30 |
| | December 2011 | 3 | 7 | 43% | 49.49% | 3027 | 9940 | 30% | 0.71 | (0.79) |
| | November 2011 | 2 | 9 | 22% | 41.57% | 3310 | 10540 | 31% | -0.59 | (1.36) |
| | October 2011 | 4 | 16 | 25% | 43.30% | 3236 | 10332 | 31% | -0.54 | (1.33) |
| | September 2011 | 3 | 7 | 43% | 49.49% | 2846 | 9140 | 31% | 0.67 | (0.81) |
| | August 2011 | 6 | 8 | 75% | 43.30% | 2899 | 9899 | 29% | 2.84 | 0.41 |
| | July 2011 | 4 | 8 | 50% | 50.00% | 2891 | 9391 | 31% | 1.18 | (0.51) |
| | June 2011 | 0 | 5 | 0% | 0.00% | 2815 | 9829 | 29% | -1.42 | (1.86) |
| | May 2011 | 1 | 2 | 50% | 50.00% | 2900 | 9683 | 30% | 0.62 | (1.01) |
| | April 2011 | 0 | 1 | 0% | 0.00% | 3046 | 9371 | 33% | -0.69 | (1.42) |
| | March 2011 | 1 | 7 | 14% | 34.99% | 3863 | 11605 | 33% | -1.07 | (1.65) |
| | February 2011 | 1 | 2 | 50% | 50.00% | 3602 | 10063 | 36% | 0.42 | (1.13) |
| MR-10  Customer and Non-CTLQ Related Trouble Reports UDIT Above DS1 Level Parity | January 2012 | 0 | 2 | 0% | 0.00% | 3 | 5 | 60% | -1.46 | (1.89) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0.00% | 2 | 6 | 33% | 1.73 | (0.52) |
| | October 2011 | 0 | 1 | 0% | 0.00% | 3 | 3 | 100% | 0.00 | 0.00 |
| | September 2011 | 3 | 4 | 75% | 43.30% | 2 | 6 | 33% | 1.37 | (0.61) |
| | August 2011 | 1 | 2 | 50% | 50.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 3 | 5 | 60% | 0.75 | (1.26) |
| | June 2011 | 0 | 1 | 0% | 0.00% | 3 | 3 | 100% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 3 | 6 | 50% | 0.93 | (1.11) |
| | April 2011 | 1 | 2 | 50% | 50.00% | 2 | 6 | 33% | 0.43 | (1.22) |
| | March 2011 | 0 | 2 | 0% | 0.00% | 1 | 6 | 17% | -0.55 | (1.33) |
| | February 2011 | 0 | 1 | 0% | 0.00% | 5 | 11 | 45% | -0.87 | (1.53) |
| MR-10  Customer and Non-CTLQ Related Trouble Reports UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 44 | 132 | 33% | 1.41 | (0.75) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0.00% | 63 | 152 | 41% | -0.84 | (1.51) |
| | April 2011 | 1 | 2 | 50% | 50.00% | 60 | 173 | 35% | 0.45 | (1.12) |
| | March 2011 | 1 | 1 | 100% | 0.00% | 64 | 175 | 37% | 1.31 | (0.80) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10  Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 47 | 75 | 63% | 48.37% | 3 | 10 | 30% | 2.12 | (0.01) |
| | December 2011 | 52 | 82 | 63% | 48.17% | 1 | 6 | 17% | 2.97 | 0.10 |
| | November 2011 | 39 | 73 | 53% | 49.88% | 4 | 6 | 67% | -0.66 | (1.40) |
| | October 2011 | 46 | 80 | 58% | 49.43% | 5 | 16 | 31% | 2.07 | 0.00 |
| | September 2011 | 33 | 61 | 54% | 49.83% | 2 | 5 | 40% | 0.62 | (0.91) |
| | August 2011 | 69 | 121 | 57% | 49.50% | 4 | 9 | 44% | 0.73 | (0.76) |
| | July 2011 | 61 | 94 | 65% | 47.73% | 6 | 12 | 50% | 0.97 | (0.57) |
| | June 2011 | 69 | 113 | 61% | 48.76% | 4 | 9 | 44% | 0.97 | (0.61) |
| | May 2011 | 64 | 113 | 57% | 49.56% | 5 | 15 | 33% | 1.80 | (0.13) |
| | April 2011 | 49 | 100 | 49% | 49.99% | 5 | 24 | 21% | 3.05 | 0.41 |
| | March 2011 | 85 | 128 | 66% | 47.23% | 4 | 12 | 33% | 2.32 | 0.17 |
| | February 2011 | 51 | 104 | 49% | 49.99% | 6 | 12 | 50% | -0.06 | (1.04) |
| MR-10  Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 49 | 225 | 22% | 1.89 | (0.53) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-10  Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - ADSL Qualified  Parity | January 2012 | 17 | 33 | 52% | 49.98% | 3 | 10 | 30% | 1.30 | (0.50) |
| | December 2011 | 16 | 32 | 50% | 50.00% | 1 | 6 | 17% | 2.01 | (0.36) |
| | November 2011 | 26 | 49 | 53% | 49.91% | 4 | 6 | 67% | -0.67 | (1.41) |
| | October 2011 | 19 | 32 | 59% | 49.11% | 5 | 16 | 31% | 1.98 | (0.07) |
| | September 2011 | 34 | 44 | 77% | 41.91% | 2 | 5 | 40% | 1.61 | (0.25) |
| | August 2011 | 21 | 38 | 55% | 49.72% | 4 | 9 | 44% | 0.59 | (0.87) |
| | July 2011 | 27 | 44 | 61% | 48.69% | 6 | 12 | 50% | 0.70 | (0.76) |
| | June 2011 | 24 | 43 | 56% | 49.66% | 4 | 9 | 44% | 0.62 | (0.84) |
| | May 2011 | 21 | 43 | 49% | 49.99% | 5 | 15 | 33% | 1.10 | (0.55) |
| | April 2011 | 38 | 61 | 62% | 48.46% | 5 | 24 | 21% | 4.24 | 0.98 |
| | March 2011 | 29 | 52 | 56% | 49.67% | 4 | 12 | 33% | 1.49 | (0.34) |
| | February 2011 | 20 | 51 | 39% | 48.82% | 6 | 12 | 50% | -0.67 | (1.41) |
| MR-10  Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - DS1 Capable  Parity | January 2012 | 48 | 187 | 26% | 43.68% | 49 | 225 | 22% | 0.95 | (0.51) |
| | December 2011 | 36 | 129 | 28% | 44.85% | 71 | 195 | 36% | -1.56 | (1.95) |
| | November 2011 | 50 | 142 | 35% | 47.76% | 53 | 161 | 33% | 0.42 | (0.82) |
| | October 2011 | 48 | 160 | 30% | 45.83% | 75 | 166 | 45% | -2.75 | (2.67) |
| | September 2011 | 51 | 124 | 41% | 49.21% | 45 | 134 | 34% | 1.28 | (0.32) |
| | August 2011 | 36 | 111 | 32% | 46.81% | 74 | 195 | 38% | -0.96 | (1.58) |
| | July 2011 | 24 | 117 | 21% | 40.38% | 55 | 170 | 32% | -2.11 | (2.28) |
| | June 2011 | 39 | 124 | 31% | 46.43% | 48 | 176 | 27% | 0.80 | (0.60) |
| | May 2011 | 28 | 112 | 25% | 43.30% | 63 | 152 | 41% | -2.68 | (2.63) |
| | April 2011 | 40 | 110 | 36% | 48.10% | 60 | 173 | 35% | 0.29 | (0.90) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 38 | 146 | 26% | 43.88% | 64 | 175 | 37% | -1.95 | (2.19) |
| | February 2011 | 46 | 125 | 37% | 48.23% | 49 | 166 | 30% | 1.35 | (0.28) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - XDSLi Parity | January 2012 | 2 | 9 | 22% | 41.57% | 49 | 225 | 22% | 0.03 | (1.19) |
| | December 2011 | 2 | 2 | 100% | 0.00% | 71 | 195 | 36% | 1.86 | (0.33) |
| | November 2011 | 2 | 3 | 67% | 47.14% | 53 | 161 | 33% | 1.23 | (0.61) |
| | October 2011 | 0 | 2 | 0% | 0.00% | 75 | 166 | 45% | -1.28 | (1.78) |
| | September 2011 | 0 | 1 | 0% | 0.00% | 44 | 132 | 33% | -0.70 | (1.43) |
| | August 2011 | 0 | 3 | 0% | 0.00% | 74 | 195 | 38% | -1.34 | (1.82) |
| | July 2011 | 1 | 3 | 33% | 47.14% | 55 | 170 | 32% | 0.04 | (1.31) |
| | June 2011 | 1 | 1 | 100% | 0.00% | 48 | 176 | 27% | 1.63 | (0.64) |
| | May 2011 | 1 | 2 | 50% | 50.00% | 63 | 152 | 41% | 0.24 | (1.25) |
| | April 2011 | 3 | 6 | 50% | 50.00% | 60 | 173 | 35% | 0.78 | (0.77) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 64 | 175 | 37% | 1.85 | (0.34) |
| | February 2011 | 2 | 4 | 50% | 50.00% | 49 | 166 | 30% | 0.89 | (0.76) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop Analog Parity | January 2012 | 171 | 368 | 46% | 49.88% | 4306 | 16251 | 27% | 8.58 | 3.83 |
| | December 2011 | 135 | 278 | 49% | 49.98% | 3590 | 11491 | 31% | 6.16 | 2.57 |
| | November 2011 | 202 | 322 | 63% | 48.35% | 3912 | 12191 | 32% | 11.63 | 3.83 |
| | October 2011 | 146 | 293 | 50% | 50.00% | 3840 | 12153 | 32% | 6.63 | 2.85 |
| | September 2011 | 158 | 313 | 50% | 50.00% | 3433 | 10753 | 32% | 6.94 | 3.03 |
| | August 2011 | 125 | 311 | 40% | 49.03% | 3527 | 11756 | 30% | 3.87 | 1.26 |
| | July 2011 | 129 | 284 | 45% | 49.79% | 3491 | 11045 | 32% | 4.94 | 1.88 |
| | June 2011 | 134 | 306 | 44% | 49.61% | 3417 | 11568 | 30% | 5.39 | 2.13 |
| | May 2011 | 136 | 302 | 45% | 49.75% | 3495 | 11462 | 30% | 5.42 | 2.15 |
| | April 2011 | 162 | 307 | 53% | 49.92% | 3681 | 11109 | 33% | 7.21 | 3.20 |
| | March 2011 | 182 | 416 | 44% | 49.61% | 4554 | 13626 | 33% | 4.40 | 1.59 |
| | February 2011 | 202 | 340 | 59% | 49.11% | 4213 | 11760 | 36% | 8.94 | 3.83 |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop ISDN Capable Parity | January 2012 | 3 | 4 | 75% | 43.30% | 3 | 10 | 30% | 1.66 | (0.43) |
| | December 2011 | 0 | 1 | 0% | 0.00% | 1 | 6 | 17% | -0.41 | (1.25) |
| | November 2011 | 1 | 2 | 50% | 50.00% | 4 | 6 | 67% | -0.43 | (1.26) |
| | October 2011 | 0 | 1 | 0% | 0.00% | 5 | 16 | 31% | -0.65 | (1.40) |
| | September 2011 | 1 | 2 | 50% | 50.00% | 2 | 5 | 40% | 0.24 | (1.34) |
| | August 2011 | 2 | 4 | 50% | 50.00% | 4 | 9 | 44% | 0.19 | (1.25) |
| | July 2011 | 3 | 6 | 50% | 50.00% | 6 | 12 | 50% | 0.00 | (1.00) |
| | June 2011 | 3 | 4 | 75% | 43.30% | 4 | 9 | 44% | 1.02 | (0.75) |
| | May 2011 | 2 | 6 | 33% | 47.14% | 5 | 15 | 33% | 0.00 | (1.00) |
| | April 2011 | 2 | 3 | 67% | 47.14% | 5 | 24 | 21% | 1.84 | (0.38) |
| | March 2011 | 4 | 5 | 80% | 40.00% | 4 | 12 | 33% | 1.86 | (0.26) |
| | February 2011 | 0 | 1 | 0% | 0.00% | 6 | 12 | 50% | -0.96 | (1.58) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 6 | 17% | 37.27% | 4213 | 11760 | 36% | -0.98 | (1.59) |
| MR-11B LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP Parity 0.95 | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 764 | 774 | 99% | -0.11 | (1.07) |
| MR-2 Calls Answered within 20 seconds - Interconnect Repair Center All Parity | January 2012 | 6154 | 7128 | 86% | 34.35% | 163638 | 213425 | 77% | -18.98 | (12.54) |
| | December 2011 | 7129 | 8342 | 85% | 35.25% | 146468 | 211961 | 69% | -31.71 | (20.28) |
| | November 2011 | 6503 | 7886 | 82% | 38.03% | 163123 | 223579 | 73% | -18.67 | (12.35) |
| | October 2011 | 8700 | 10055 | 87% | 34.15% | 184823 | 237839 | 78% | -20.80 | (13.65) |
| | September 2011 | 8589 | 10236 | 84% | 36.74% | 184172 | 246968 | 75% | -21.26 | (13.92) |
| | August 2011 | 10738 | 11621 | 92% | 26.50% | 223185 | 282452 | 79% | -34.73 | (22.11) |
| | July 2011 | 10308 | 12277 | 84% | 36.70% | 206428 | 290479 | 71% | -30.87 | (19.77) |
| | June 2011 | 10014 | 11475 | 87% | 33.33% | 213671 | 252729 | 85% | -7.89 | (5.80) |
| | May 2011 | 9363 | 10454 | 90% | 30.57% | 198810 | 236734 | 84% | -15.23 | (10.26) |
| | April 2011 | 8469 | 9413 | 90% | 30.04% | 201452 | 236745 | 85% | -13.03 | (8.92) |
| | March 2011 | 9304 | 10328 | 90% | 29.89% | 213333 | 252190 | 85% | -15.16 | (10.21) |
| | February 2011 | 8364 | 9087 | 92% | 27.06% | 198007 | 223057 | 89% | -9.69 | (6.89) |
| MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours Business  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 204 | 427 | 48% | -1.04 | (1.63) |
| | December 2011 | 2 | 3 | 67% | 47.14% | 178 | 257 | 69% | 0.10 | (1.27) |
| | November 2011 | 3 | 3 | 100% | 0.00% | 169 | 248 | 68% | -1.18 | (1.72) |
| | October 2011 | 0 | 1 | 0% | 0.00% | 168 | 270 | 62% | 1.28 | (0.81) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0.00% | 195 | 269 | 72% | -0.87 | (1.53) |
| | July 2011 | 1 | 2 | 50% | 50.00% | 367 | 475 | 77% | 0.92 | (0.85) |
| | June 2011 | 5 | 6 | 83% | 37.27% | 398 | 471 | 85% | 0.08 | (1.22) |
| | May 2011 | 3 | 3 | 100% | 0.00% | 516 | 607 | 85% | -0.73 | (1.44) |
| | April 2011 | 2 | 2 | 100% | 0.00% | 419 | 607 | 69% | -0.95 | (1.57) |
| | March 2011 | 4 | 5 | 80% | 40.00% | 513 | 776 | 66% | -0.65 | (1.40) |
| | February 2011 | 2 | 2 | 100% | 0.00% | 393 | 591 | 67% | -1.00 | (1.61) |
| MR-3A  Out of Service Cleared within 24 Hours Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 2 | 3 | 67% | -0.61 | (1.37) |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 6 | 11 | 55% | -0.87 | (1.53) |
| | March 2011 | 0 | 1 | 0% | 0.00% | 11 | 19 | 58% | 1.14 | (0.92) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours Line Sharing  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 1296 | 3465 | 37% | -1.29 | (1.79) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0.00% | 1269 | 2136 | 59% | 1.21 | (0.86) |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 1261 | 1905 | 66% | -0.71 | (1.43) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 2671 | 3628 | 74% | -1.04 | (1.63) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 3 | 0% | 0.00% | 2810 | 3992 | 70% | 2.67 | 0.18 |
| | March 2011 | 1 | 2 | 50% | 50.00% | 3532 | 5195 | 68% | 0.55 | (1.06) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours Line Splitting  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0.00% | 1269 | 2136 | 59% | 1.21 | (0.86) |
| | October 2011 | 1 | 1 | 100% | 0.00% | 1229 | 2051 | 60% | -0.82 | (1.50) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 100% | 0.00% | 3001 | 3667 | 82% | -0.67 | (1.40) |
| | May 2011 | 1 | 2 | 50% | 50.00% | 3313 | 4157 | 80% | 1.04 | (0.79) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 2810 | 3992 | 70% | -0.65 | (1.39) |
| | March 2011 | 1 | 1 | 100% | 0.00% | 3532 | 5195 | 68% | -0.69 | (1.42) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours PBX  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 3 | 3 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 7 | 8 | 88% | -0.36 | (1.22) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours Residence  Parity | January 2012 | 2 | 6 | 33% | 47.14% | 1092 | 3038 | 36% | 0.13 | (1.20) |
| | December 2011 | 0 | 1 | 0% | 0.00% | 1271 | 1889 | 67% | 1.43 | (0.73) |
| | November 2011 | 1 | 2 | 50% | 50.00% | 1100 | 1888 | 58% | 0.24 | (1.25) |
| | October 2011 | 2 | 5 | 40% | 48.99% | 1061 | 1781 | 60% | 0.89 | (0.73) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 2304 | 3153 | 73% | -1.05 | (1.64) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2 | 0% | 0.00% | 3019 | 4419 | 68% | 2.08 | (0.22) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3A  Out of Service Cleared within 24 Hours UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 2 | 50% | 50.00% | 2732 | 4125 | 66% | 0.49 | (1.09) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| MR-3B  Out of Service Cleared within 24 Hours Business  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 98 | 140 | 70% | -0.65 | (1.40) |
| | June 2011 | 2 | 2 | 100% | 0.00% | 101 | 123 | 82% | -0.65 | (1.40) |
| | May 2011 | 1 | 2 | 50% | 50.00% | 111 | 148 | 75% | 0.81 | (0.91) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 107 | 129 | 83% | -0.45 | (1.27) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 130 | 164 | 79% | -0.72 | (1.44) |
| | February 2011 | 1 | 1 | 100% | 0.00% | 103 | 144 | 72% | -0.63 | (1.38) |
| MR-3B  Out of Service Cleared within 24 Hours Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 3 | 4 | 75% | -0.52 | (1.31) |
| MR-3B  Out of Service Cleared within 24 Hours Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0.00% | 767 | 1012 | 76% | 1.77 | (0.58) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3B  Out of Service Cleared within 24 Hours PBX  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 4 | 6 | 67% | -1.00 | (1.61) |
| | June 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3B  Out of Service Cleared within 24 Hours Residence  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0.00% | 230 | 328 | 70% | 1.53 | (0.68) |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 666 | 889 | 75% | -0.58 | (1.35) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0.00% | 717 | 954 | 75% | 1.74 | (0.59) |
| | March 2011 | 0 | 1 | 0% | 0.00% | 710 | 1024 | 69% | 1.50 | (0.69) |
| | February 2011 | 1 | 1 | 100% | 0.00% | 592 | 902 | 66% | -0.72 | (1.44) |
| MR-3C  Out of Service Cleared within 24 Hours Business  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 36 | 38 | 95% | -0.23 | (1.14) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 44 | 50 | 88% | -0.37 | (1.22) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3C  Out of Service Cleared within 24 Hours Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 257 | 283 | 91% | -0.45 | (1.27) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 234 | 257 | 91% | -0.31 | (1.19) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 196 | 228 | 86% | -0.40 | (1.25) |
| MR-3C  Out of Service Cleared within 24 | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Hours Line Splitting  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 286 | 313 | 91% | -0.31 | (1.19) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3C   Out of Service Cleared within 24 Hours PBX  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3D   Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | January 2012 | 19 | 19 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | December 2011 | 13 | 13 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | November 2011 | 20 | 20 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 22 | 22 | 100% | 0.00% | 11 | 11 | 100% | 0.00 | 0.00 |
| | September 2011 | 12 | 12 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | August 2011 | 37 | 37 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | July 2011 | 19 | 20 | 95% | 21.79% | 6 | 6 | 100% | 0.00 | (1.45) |
| | June 2011 | 33 | 33 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | May 2011 | 34 | 34 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 32 | 32 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 26 | 26 | 100% | 0.00% | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 36 | 36 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| MR-3D   Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity | January 2012 | 11 | 11 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | December 2011 | 12 | 12 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | November 2011 | 15 | 15 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 8 | 9 | 89% | 31.43% | 11 | 11 | 100% | 0.00 | (0.92) |
| | September 2011 | 9 | 9 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | August 2011 | 14 | 14 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | July 2011 | 14 | 14 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | June 2011 | 18 | 18 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | May 2011 | 14 | 14 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 22 | 22 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 16 | 17 | 94% | 23.53% | 7 | 7 | 100% | 0.00 | (1.33) |
| | February 2011 | 21 | 21 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| MR-3D   Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 40 | 40 | 100% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3D   Out of Service Cleared within 24 Hours Unbundled Loop Analog  Parity | January 2012 | 72 | 85 | 85% | 35.99% | 1332 | 3530 | 38% | -8.83 | (6.37) |
| | December 2011 | 91 | 93 | 98% | 14.51% | 1493 | 2199 | 68% | -6.06 | (4.68) |
| | November 2011 | 69 | 71 | 97% | 16.55% | 1315 | 2187 | 60% | -6.28 | (4.82) |
| | October 2011 | 87 | 90 | 97% | 17.95% | 1274 | 2100 | 61% | -6.85 | (5.16) |
| | September 2011 | 107 | 109 | 98% | 13.42% | 1316 | 1966 | 67% | -6.75 | (5.10) |
| | August 2011 | 110 | 110 | 100% | 0.00% | 1412 | 1943 | 73% | -6.26 | (4.80) |
| | July 2011 | 79 | 82 | 96% | 18.77% | 2853 | 3833 | 74% | -4.50 | (3.74) |
| | June 2011 | 109 | 111 | 98% | 13.30% | 3192 | 3876 | 82% | -4.32 | (3.62) |
| | May 2011 | 106 | 107 | 99% | 9.62% | 3533 | 4394 | 80% | -4.80 | (3.92) |
| | April 2011 | 94 | 94 | 100% | 0.00% | 3007 | 4207 | 71% | -6.06 | (4.68) |
| | March 2011 | 163 | 168 | 97% | 16.99% | 3753 | 5426 | 69% | -7.70 | (5.68) |
| | February 2011 | 82 | 85 | 96% | 18.45% | 2897 | 4315 | 67% | -5.70 | (4.47) |
| MR-3D   Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3E   Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded | January 2012 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | December 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| Category | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Parity | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0.00% | 3 | 4 | 75% | -0.67 | (1.41) |
| | March 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3E  Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | February 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3E  Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 62 | 63 | 98% | -0.13 | (1.08) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-3E  Out of Service Cleared within 24 Hours Unbundled Loop Analog  Parity | January 2012 | 20 | 24 | 83% | 37.27% | 286 | 497 | 58% | -2.50 | (2.52) |
| | December 2011 | 9 | 9 | 100% | 0.00% | 272 | 385 | 71% | -1.91 | (2.16) |
| | November 2011 | 3 | 4 | 75% | 43.30% | 278 | 437 | 64% | -0.47 | (1.29) |
| | October 2011 | 4 | 4 | 100% | 0.00% | 311 | 443 | 70% | -1.30 | (1.79) |
| | September 2011 | 10 | 10 | 100% | 0.00% | 328 | 422 | 78% | -1.67 | (2.02) |
| | August 2011 | 11 | 12 | 92% | 27.64% | 390 | 527 | 74% | -1.38 | (1.84) |
| | July 2011 | 16 | 17 | 94% | 23.53% | 878 | 1190 | 74% | -1.89 | (2.15) |
| | June 2011 | 8 | 8 | 100% | 0.00% | 872 | 1125 | 78% | -1.52 | (1.92) |
| | May 2011 | 25 | 27 | 93% | 26.19% | 852 | 1163 | 73% | -2.24 | (2.36) |
| | April 2011 | 15 | 15 | 100% | 0.00% | 861 | 1125 | 77% | -2.13 | (2.30) |
| | March 2011 | 8 | 8 | 100% | 0.00% | 885 | 1235 | 72% | -1.77 | (2.08) |
| | February 2011 | 24 | 25 | 96% | 19.60% | 726 | 1084 | 67% | -3.05 | (2.85) |
| MR-3E  Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A  All Troubles Cleared within 48 Hours Basic Rate ISDN  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A  All Troubles Cleared within 48 Hours Business  Parity | January 2012 | 4 | 5 | 80% | 40.00% | 726 | 1067 | 68% | -0.57 | (1.35) |
| | December 2011 | 6 | 6 | 100% | 0.00% | 610 | 647 | 94% | -0.60 | (1.37) |
| | November 2011 | 7 | 7 | 100% | 0.00% | 607 | 668 | 91% | -0.83 | (1.51) |
| | October 2011 | 1 | 1 | 100% | 0.00% | 699 | 747 | 94% | -0.26 | (1.16) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | | 0% | 0.00 | 0.00 |
| | August 2011 | 5 | 5 | 100% | 0.00% | 675 | 706 | 96% | -0.48 | (1.29) |
| | July 2011 | 3 | 3 | 100% | 0.00% | 582 | 601 | 97% | -0.31 | (1.19) |
| | June 2011 | 6 | 7 | 86% | 34.99% | 647 | 669 | 97% | 1.62 | (0.52) |
| | May 2011 | 4 | 4 | 100% | 0.00% | 707 | 727 | 97% | -0.34 | (1.20) |
| | April 2011 | 2 | 2 | 100% | 0.00% | 653 | 700 | 93% | -0.38 | (1.23) |
| | March 2011 | 5 | 5 | 100% | 0.00% | 824 | 869 | 95% | -0.52 | (1.32) |
| | February 2011 | 2 | 2 | 100% | 0.00% | 637 | 682 | 93% | -0.38 | (1.23) |
| MR-4A  All Troubles Cleared within 48 Hours Centrex  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| Measure | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 1 | 1 | 100% | 0.00% | 18 | 19 | 95% | -0.23 | (1.14) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Centrex 21 Parity | January 2012 | 1 | 1 | 100% | 0.00% | 2 | 5 | 40% | -1.12 | (1.68) |
| | December 2011 | 1 | 1 | 100% | 0.00% | 7 | 8 | 88% | -0.36 | (1.22) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 9 | 10 | 90% | -0.32 | (1.19) |
| | October 2011 | 1 | 1 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 9 | 10 | 90% | -0.32 | (1.19) |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 11 | 12 | 92% | -0.29 | (1.18) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 17 | 20 | 85% | -0.57 | (1.34) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Line Sharing Parity | January 2012 | 1 | 3 | 33% | 47.14% | 5587 | 9161 | 61% | 0.98 | (0.75) |
| | December 2011 | 1 | 1 | 100% | 0.00% | 5238 | 5678 | 92% | -0.29 | (1.18) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 4994 | 5876 | 85% | -0.42 | (1.26) |
| | October 2011 | 4 | 4 | 100% | 0.00% | 5299 | 5779 | 92% | -0.60 | (1.37) |
| | September 2011 | 1 | 1 | 100% | 0.00% | 4581 | 4908 | 93% | -0.27 | (1.16) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 4714 | 4905 | 96% | -0.35 | (1.21) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 3 | 3 | 100% | 0.00% | 4663 | 4939 | 94% | -0.42 | (1.26) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 5893 | 6249 | 94% | -0.35 | (1.21) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Line Splitting Parity | January 2012 | 0 | 1 | 0% | 0.00% | 5587 | 9161 | 61% | 1.25 | (0.83) |
| | December 2011 | 1 | 1 | 100% | 0.00% | 5238 | 5678 | 92% | -0.29 | (1.18) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 4994 | 5876 | 85% | -0.42 | (1.26) |
| | October 2011 | 1 | 1 | 100% | 0.00% | 5299 | 5779 | 92% | -0.30 | (1.18) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 100% | 0.00% | 5224 | 5426 | 96% | -0.28 | (1.17) |
| | May 2011 | 2 | 2 | 100% | 0.00% | 4991 | 5232 | 95% | -0.31 | (1.19) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 4663 | 4939 | 94% | -0.24 | (1.15) |
| | March 2011 | 2 | 2 | 100% | 0.00% | 5893 | 6249 | 94% | -0.35 | (1.21) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours PBX Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 6 | 7 | 86% | -0.38 | (1.23) |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 7 | 8 | 88% | -0.36 | (1.22) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours Residence Parity | January 2012 | 4 | 7 | 57% | 49.49% | 4861 | 8094 | 60% | 0.16 | (1.12) |
| | December 2011 | 1 | 2 | 50% | 50.00% | 4628 | 5031 | 92% | 2.19 | (0.38) |
| | November 2011 | 3 | 4 | 75% | 43.30% | 4387 | 5208 | 84% | 0.51 | (1.00) |
| | October 2011 | 8 | 8 | 100% | 0.00% | 4600 | 5032 | 91% | -0.87 | (1.53) |
| | September 2011 | 4 | 4 | 100% | 0.00% | 3984 | 4271 | 93% | -0.54 | (1.33) |
| | August 2011 | 1 | 1 | 100% | 0.00% | 4342 | 4584 | 95% | -0.24 | (1.14) |
| | July 2011 | 3 | 3 | 100% | 0.00% | 4132 | 4304 | 96% | -0.35 | (1.21) |
| | June 2011 | 2 | 2 | 100% | 0.00% | 4577 | 4757 | 96% | -0.28 | (1.17) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 4 | 4 | 100% | 0.00% | 5069 | 5380 | 94% | -0.50 | (1.30) |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4A All Troubles Cleared within 48 Hours UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 4 | 4 | 100% | 0.00% | 4712 | 5061 | 93% | -0.54 | (1.33) |
| MR-4B All Troubles Cleared within 48 Hours Business Parity | January 2012 | 1 | 1 | 100% | 0.00% | 153 | 195 | 78% | -0.52 | (1.32) |
| | December 2011 | 1 | 1 | 100% | 0.00% | 134 | 146 | 92% | -0.30 | (1.18) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 151 | 175 | 86% | -0.40 | (1.24) |
| | October 2011 | 3 | 3 | 100% | 0.00% | 175 | 187 | 94% | -0.45 | (1.27) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 200 | 221 | 91% | -0.32 | (1.20) |
| | July 2011 | 1 | 1 | 100% | 0.00% | 171 | 182 | 94% | -0.25 | (1.15) |
| | June 2011 | 2 | 2 | 100% | 0.00% | 164 | 171 | 96% | -0.29 | (1.18) |
| | May 2011 | 2 | 2 | 100% | 0.00% | 166 | 174 | 95% | -0.31 | (1.19) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 139 | 146 | 95% | -0.22 | (1.14) |
| | March 2011 | 3 | 3 | 100% | 0.00% | 181 | 189 | 96% | -0.36 | (1.22) |
| | February 2011 | 2 | 2 | 100% | 0.00% | 149 | 164 | 91% | -0.45 | (1.27) |
| MR-4B  All Troubles Cleared within 48 Hours Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 3 | 4 | 75% | -0.52 | (1.31) |
| MR-4B  All Troubles Cleared within 48 Hours Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 1339 | 1456 | 92% | -0.30 | (1.18) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4B  All Troubles Cleared within 48 Hours PBX  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4B  All Troubles Cleared within 48 Hours Residence  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 2 | 2 | 100% | 0.00% | 954 | 1054 | 91% | -0.46 | (1.28) |
| | November 2011 | 1 | 1 | 100% | 0.00% | 957 | 1172 | 82% | -0.47 | (1.29) |
| | October 2011 | 0 | 1 | 0% | 0.00% | 1096 | 1237 | 89% | 2.79 | (0.27) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 1175 | 1285 | 91% | -0.31 | (1.19) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 1077 | 1171 | 92% | -0.30 | (1.18) |
| | March 2011 | 1 | 1 | 100% | 0.00% | 1201 | 1330 | 90% | -0.33 | (1.20) |
| | February 2011 | 1 | 1 | 100% | 0.00% | 1044 | 1167 | 89% | -0.34 | (1.21) |
| MR-4B  All Troubles Cleared within 48 Hours Sub-Loop Unbundling  Diagnostic | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4B  All Troubles Cleared within 48 Hours UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0.00% | 1193 | 1331 | 90% | 2.94 | (0.24) |
| MR-4C  All Troubles Cleared within 48 Hours Business  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 159 | 169 | 94% | -0.25 | (1.15) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0.00% | 138 | 138 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 2 | 2 | 100% | 0.00% | 190 | 193 | 98% | -0.18 | (1.11) |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 142 | 145 | 98% | -0.20 | (1.12) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 146 | 147 | 99% | -0.08 | (1.05) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4C  All Troubles Cleared within 48 Hours Centrex 21  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4C  All Troubles Cleared within 48 Hours Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 757 | 764 | 99% | -0.10 | (1.06) |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 781 | 798 | 98% | -0.15 | (1.09) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 876 | 889 | 99% | -0.17 | (1.10) |
| | April 2011 | 1 | 1 | 100% | 0.00% | 799 | 808 | 99% | -0.11 | (1.06) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 764 | 774 | 99% | -0.11 | (1.07) |
| MR-4C  All Troubles Cleared within 48 Hours Line Splitting  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 2 | 100% | 0.00% | 781 | 798 | 98% | -0.21 | (1.13) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 822 | 833 | 99% | -0.12 | (1.07) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 799 | 808 | 99% | -0.11 | (1.06) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4C  All Troubles Cleared within 48 Hours PBX  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| MR-4C  All Troubles Cleared within 48 Hours Residence  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0.00% | 619 | 626 | 99% | -0.15 | (1.09) |
| | October 2011 | 3 | 3 | 100% | 0.00% | 615 | 621 | 99% | -0.17 | (1.10) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 698 | 712 | 98% | -0.14 | (1.09) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4D  All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | January 2012 | 26 | 26 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | December 2011 | 27 | 27 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | November 2011 | 31 | 31 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 34 | 34 | 100% | 0.00% | 11 | 11 | 100% | 0.00 | 0.00 |
| | September 2011 | 25 | 25 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | August 2011 | 49 | 49 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | July 2011 | 29 | 29 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | June 2011 | 43 | 43 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | May 2011 | 46 | 46 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 49 | 49 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 42 | 42 | 100% | 0.00% | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 52 | 52 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| MR-4D  All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | January 2012 | 15 | 15 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | December 2011 | 15 | 15 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | November 2011 | 22 | 22 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 12 | 13 | 92% | 26.65% | 11 | 11 | 100% | 0.00 | (1.06) |
| | September 2011 | 9 | 9 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | August 2011 | 17 | 17 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 15 | 15 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | June 2011 | 19 | 19 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | May 2011 | 20 | 20 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 23 | 23 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 21 | 21 | 100% | 0.00% | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 28 | 28 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| MR-4D  All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi  Parity | January 2012 | 4 | 4 | 100% | 0.00% | 85 | 85 | 100% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 58 | 58 | 100% | 0.00 | 0.00 |
| | October 2011 | 2 | 2 | 100% | 0.00% | 47 | 47 | 100% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 40 | 40 | 100% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0.00% | 46 | 46 | 100% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 46 | 46 | 100% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 53 | 53 | 100% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 65 | 65 | 100% | 0.00 | 0.00 |
| MR-4D  All Troubles Cleared within 48 Hours Unbundled Loop Analog  Parity | January 2012 | 158 | 159 | 99% | 7.91% | 6190 | 9849 | 63% | -9.45 | (6.75) |
| | December 2011 | 128 | 128 | 100% | 0.00% | 5876 | 6327 | 93% | -3.10 | (2.89) |
| | November 2011 | 114 | 114 | 100% | 0.00% | 5645 | 6531 | 86% | -4.19 | (3.55) |
| | October 2011 | 140 | 140 | 100% | 0.00% | 5959 | 6443 | 92% | -3.34 | (3.03) |
| | September 2011 | 140 | 141 | 99% | 8.39% | 5248 | 5586 | 94% | -2.63 | (2.60) |
| | August 2011 | 172 | 172 | 100% | 0.00% | 5830 | 6110 | 95% | -2.83 | (2.72) |
| | July 2011 | 126 | 126 | 100% | 0.00% | 5316 | 5516 | 96% | -2.15 | (2.31) |
| | June 2011 | 157 | 158 | 99% | 7.93% | 5871 | 6083 | 97% | -1.93 | (2.17) |
| | May 2011 | 138 | 138 | 100% | 0.00% | 5734 | 5983 | 96% | -2.42 | (2.47) |
| | April 2011 | 125 | 125 | 100% | 0.00% | 5315 | 5595 | 95% | -2.54 | (2.54) |
| | March 2011 | 224 | 224 | 100% | 0.00% | 6632 | 6992 | 95% | -3.43 | (3.09) |
| | February 2011 | 110 | 111 | 99% | 9.45% | 5352 | 5708 | 94% | -2.30 | (2.40) |
| MR-4D  All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 6 | 6 | 100% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 5 | 5 | 100% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 9 | 9 | 100% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 15 | 15 | 100% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4E  All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | January 2012 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | December 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 3 | 3 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | July 2011 | 4 | 4 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 3 | 3 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0.00% | 4 | 4 | 100% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4E  All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | January 2012 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | February 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-4E  All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi  Parity | January 2012 | 3 | 3 | 100% | 0.00% | 90 | 91 | 99% | -0.18 | (1.11) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 75 | 75 | 100% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0.00% | 62 | 63 | 98% | -0.18 | (1.11) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0.00% | 59 | 60 | 98% | -0.18 | (1.11) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 52 | 52 | 100% | 0.00 | 0.00 |
| MR-4E  All Troubles Cleared within 48 Hours Unbundled Loop Analog  Parity | January 2012 | 37 | 38 | 97% | 16.01% | 1456 | 1802 | 81% | -2.57 | (2.56) |
| | December 2011 | 15 | 15 | 100% | 0.00% | 1198 | 1312 | 91% | -1.19 | (1.72) |
| | November 2011 | 6 | 6 | 100% | 0.00% | 1214 | 1456 | 83% | -1.09 | (1.66) |
| | October 2011 | 7 | 7 | 100% | 0.00% | 1402 | 1559 | 90% | -0.88 | (1.54) |
| | September 2011 | 14 | 14 | 100% | 0.00% | 1288 | 1429 | 90% | -1.23 | (1.75) |
| | August 2011 | 14 | 14 | 100% | 0.00% | 1590 | 1761 | 90% | -1.22 | (1.74) |
| | July 2011 | 29 | 29 | 100% | 0.00% | 1553 | 1690 | 92% | -1.59 | (1.96) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 14 | 14 | 100% | 0.00% | 1541 | 1665 | 93% | -1.06 | (1.64) |
| | May 2011 | 27 | 28 | 96% | 18.56% | 1449 | 1581 | 92% | -0.91 | (1.55) |
| | April 2011 | 20 | 20 | 100% | 0.00% | 1363 | 1469 | 93% | -1.24 | (1.75) |
| | March 2011 | 10 | 10 | 100% | 0.00% | 1516 | 1654 | 92% | -0.95 | (1.58) |
| | February 2011 | 27 | 27 | 100% | 0.00% | 1317 | 1458 | 90% | -1.68 | (2.02) |
| MR-4E  All Troubles Cleared within 48 | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Hours Unbundled Loop ISDN Capable  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | July 2011 | 3 | 3 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 0 | 1 | 0% | 0.00% | 55 | 96 | 57% | 1.15 | (0.90) |
| DS0  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| DS1  Parity | December 2011 | 4 | 4 | 100% | 0.00% | 38 | 52 | 73% | -1.17 | (1.71) |
| | November 2011 | 2 | 3 | 67% | 47.14% | 52 | 58 | 90% | 1.27 | (0.70) |
| | October 2011 | 1 | 1 | 100% | 0.00% | 33 | 47 | 70% | -0.64 | (1.39) |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 4 | 25% | 43.30% | 38 | 46 | 83% | 2.92 | 0.15 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 45 | 52 | 87% | -0.39 | (1.24) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0.00% | 38 | 53 | 72% | 1.58 | (0.67) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| DS3  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| E911  Parity | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | February 2011 | 2 | 2 | 100% | 0.00% | 3 | 3 | 100% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Enhanced Extended Loops - DS0 Capable | December 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| Diagnostic | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours | January 2012 | 77 | 107 | 72% | 44.92% | 56 | 85 | 66% | -0.88 | (1.54) |
| Enhanced Extended Loops - DS1 Capable | December 2011 | 35 | 47 | 74% | 43.60% | 38 | 52 | 73% | -0.16 | (1.09) |
| Parity | November 2011 | 38 | 43 | 88% | 32.06% | 52 | 58 | 90% | 0.21 | (1.06) |
| | October 2011 | 39 | 43 | 91% | 29.05% | 33 | 47 | 70% | -2.12 | (2.29) |
| | September 2011 | 35 | 41 | 85% | 35.34% | 33 | 40 | 83% | -0.34 | (1.21) |
| | August 2011 | 35 | 42 | 83% | 37.27% | 38 | 46 | 83% | -0.09 | (1.05) |
| | July 2011 | 37 | 47 | 79% | 40.93% | 45 | 52 | 87% | 1.14 | (0.54) |
| | June 2011 | 38 | 47 | 81% | 39.35% | 56 | 65 | 86% | 0.80 | (0.70) |

| | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 34 | 42 | 81% | 39.27% | 35 | 46 | 76% | -0.53 | (1.32) |
| | April 2011 | 50 | 60 | 83% | 37.27% | 38 | 53 | 72% | -1.37 | (1.83) |
| | March 2011 | 32 | 44 | 73% | 44.54% | 42 | 59 | 71% | -0.17 | (1.10) |
| | February 2011 | 38 | 46 | 83% | 37.90% | 53 | 65 | 82% | -0.14 | (1.09) |
| MR-5A  All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS3 Capable Parity | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours Frame Relay  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 5 | 8 | 63% | -0.73 | (1.44) |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours LIS Trunk  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | December 2011 | 2 | 3 | 67% | 47.14% | 2 | 2 | 100% | 0.00 | (1.15) |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 1 | 2 | 50% | 50.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 2 | 50% | 50.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours UDIT Above DS1 Level  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 2 | 3 | 67% | -0.61 | (1.37) |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 38 | 53 | 72% | -0.62 | (1.38) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5A  All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable  Parity | January 2012 | 85 | 113 | 75% | 43.17% | 56 | 85 | 66% | -1.37 | (1.83) |
| | December 2011 | 62 | 81 | 77% | 42.37% | 38 | 52 | 73% | -0.44 | (1.27) |
| | November 2011 | 69 | 77 | 90% | 30.51% | 52 | 58 | 90% | 0.01 | (1.17) |
| | October 2011 | 82 | 100 | 82% | 38.42% | 33 | 47 | 70% | -1.46 | (1.89) |
| | September 2011 | 52 | 62 | 84% | 36.78% | 34 | 41 | 83% | -0.12 | (1.08) |
| | August 2011 | 45 | 60 | 75% | 43.30% | 38 | 46 | 83% | 1.02 | (0.57) |
| | July 2011 | 64 | 78 | 82% | 38.38% | 45 | 52 | 87% | 0.73 | (0.74) |
| | June 2011 | 55 | 69 | 80% | 40.22% | 56 | 65 | 86% | 1.08 | (0.54) |
| | May 2011 | 57 | 72 | 79% | 40.61% | 35 | 46 | 76% | -0.38 | (1.23) |
| | April 2011 | 52 | 58 | 90% | 30.45% | 38 | 53 | 72% | -2.10 | (2.28) |
| | March 2011 | 77 | 94 | 82% | 38.49% | 42 | 59 | 71% | -1.43 | (1.87) |
| | February 2011 | 48 | 68 | 71% | 45.56% | 53 | 65 | 82% | 1.63 | (0.22) |
| MR-5B  All Troubles Cleared within 4 Hours DS0  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0.00% | 52 | 72 | 72% | 1.60 | (0.66) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 1 | 1 | 100% | 0.00% | 48 | 65 | 74% | -0.59 | (1.36) |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours DS1  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0.00% | 45 | 63 | 71% | -0.63 | (1.38) |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours E911  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 100% | 0.00% | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable Parity | January 2012 | 15 | 29 | 52% | 49.97% | 69 | 91 | 76% | 2.64 | 0.33 |
| | December 2011 | 15 | 19 | 79% | 40.77% | 56 | 72 | 78% | -0.11 | (1.07) |
| | November 2011 | 14 | 17 | 82% | 38.12% | 33 | 50 | 66% | -1.23 | (1.75) |
| | October 2011 | 21 | 23 | 91% | 28.18% | 37 | 44 | 84% | -0.77 | (1.47) |
| | September 2011 | 15 | 16 | 94% | 24.21% | 40 | 48 | 83% | -0.97 | (1.59) |
| | August 2011 | 25 | 31 | 81% | 39.51% | 59 | 75 | 79% | -0.23 | (1.14) |
| | July 2011 | 13 | 14 | 93% | 25.75% | 45 | 63 | 71% | -1.61 | (1.98) |
| | June 2011 | 18 | 19 | 95% | 22.33% | 41 | 63 | 65% | -2.38 | (2.45) |
| | May 2011 | 11 | 17 | 65% | 47.79% | 28 | 43 | 65% | 0.03 | (1.16) |
| | April 2011 | 19 | 23 | 83% | 37.90% | 41 | 60 | 68% | -1.25 | (1.76) |
| | March 2011 | 9 | 16 | 56% | 49.61% | 38 | 52 | 73% | 1.33 | (0.41) |
| | February 2011 | 8 | 11 | 73% | 44.54% | 36 | 52 | 69% | -0.23 | (1.14) |
| MR-5B  All Troubles Cleared within 4 Hours ISDN Primary  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 31 | 47 | 66% | -0.71 | (1.43) |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0.00% | 20 | 22 | 91% | -0.31 | (1.19) |
| MR-5B  All Troubles Cleared within 4 Hours LIS Trunk  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 2 | 50% | 50.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours UDIT Above DS1 Level  Parity | January 2012 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0.00% | 2 | 2 | 100% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0.00% | 28 | 43 | 65% | -0.72 | (1.44) |
| | April 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0.00% | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-5B  All Troubles Cleared within 4 Hours | January 2012 | 14 | 26 | 54% | 49.85% | 69 | 91 | 76% | 2.31 | 0.15 |
| Unbundled Loop - DS1 Capable  Parity | December 2011 | 12 | 12 | 100% | 0.00% | 56 | 72 | 78% | -1.71 | (2.04) |
| | November 2011 | 11 | 15 | 73% | 44.22% | 33 | 50 | 66% | -0.53 | (1.32) |
| | October 2011 | 12 | 12 | 100% | 0.00% | 37 | 44 | 84% | -1.34 | (1.81) |
| | September 2011 | 9 | 11 | 82% | 38.57% | 40 | 48 | 83% | 0.12 | (1.16) |
| | August 2011 | 11 | 15 | 73% | 44.22% | 59 | 75 | 79% | 0.46 | (0.91) |
| | July 2011 | 12 | 15 | 80% | 40.00% | 45 | 63 | 71% | -0.66 | (1.40) |
| | June 2011 | 11 | 16 | 69% | 46.35% | 41 | 63 | 65% | -0.28 | (1.17) |
| | May 2011 | 11 | 12 | 92% | 27.64% | 28 | 43 | 65% | -1.71 | (2.04) |
| | April 2011 | 10 | 12 | 83% | 37.27% | 41 | 60 | 68% | -1.02 | (1.62) |
| | March 2011 | 12 | 14 | 86% | 34.99% | 38 | 52 | 73% | -0.95 | (1.58) |
| | February 2011 | 8 | 11 | 73% | 44.54% | 36 | 52 | 69% | -0.23 | (1.14) |
| MR-6A  Mean Time to Restore Basic Rate | January 2012 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| ISDN  Parity | December 2011 | 0.27986111 | 1 | 06:43 | 0.00% | 0.353472222 | 2 | 04:14 | 1.35 | (0.60) |
| | November 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.07638889 | 1 | 01:50 | 0.00% | 0.550694444 | 4 | 03:18 | -0.61 | (1.37) |
| | April 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A  Mean Time to Restore Business | January 2012 | 7.10694444 | 5 | 10:07 | 85.00% | 0 | 1066 | 19:25 | -0.50 | (1.31) |
| Parity | December 2011 | 5.97430556 | 6 | 23:54 | 45.49% | 0 | 647 | 21:58 | 0.18 | (0.70) |
| | November 2011 | 3.85902778 | 7 | 13:14 | 40.97% | 0 | 668 | 23:35 | -1.15 | (1.70) |
| | October 2011 | 1.07986111 | 1 | 01:55 | 0.00% | 0 | 746 | 23:33 | 0.12 | (0.68) |
| | September 2011 | 0 | 0 | 00:00 | 0.00% | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 2.22222222 | 5 | 10:40 | 51.32% | 0 | 706 | 20:35 | -1.21 | (1.74) |
| | July 2011 | 2.79722222 | 3 | 22:23 | 9.72% | 0 | 600 | 17:16 | 0.64 | (0.53) |
| | June 2011 | 7.85347222 | 7 | 02:56 | 72.15% | 410.8375 | 668 | 14:46 | 2.08 | 0.12 |
| | May 2011 | 4.38541667 | 4 | 02:19 | 45.35% | 0 | 727 | 14:09 | 1.68 | (0.04) |
| | April 2011 | 1.01527778 | 2 | 12:11 | 62.64% | 0 | 700 | 19:48 | -0.58 | (1.35) |
| | March 2011 | 2.86666667 | 5 | 13:46 | 45.49% | 0 | 867 | 20:35 | -0.74 | (1.45) |
| | February 2011 | 1.225 | 2 | 14:42 | 46.39% | 0 | 680 | 21:22 | -0.48 | (1.29) |
| MR-6A  Mean Time to Restore Centrex | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| Parity | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 1.31111111 | 1 | 07:28 | 0 | 17.27569444 | 19 | 21:49 | 0.61 | (0.38) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A  Mean Time to Restore Centrex 21 | January 2012 | 0.99930556 | 1 | 23:59 | 0 | 13.28611111 | 5 | 15:46 | -0.65 | (1.39) |
| Parity | December 2011 | 0.91736111 | 1 | 22:01 | 0 | 6.931944444 | 8 | 20:48 | 0.05 | (1.03) |
| | November 2011 | 1.10277778 | 1 | 02:28 | 0 | 9.754861111 | 10 | 23:25 | 0.16 | (0.67) |
| | October 2011 | 0.89097222 | 1 | 21:23 | 0 | 4.532638889 | 5 | 21:45 | -0.23 | (1.14) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.11388889 | 1 | 02:44 | 0 | 10.82638889 | 10 | 01:59 | -1.33 | (1.81) |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.91458333 | 1 | 21:57 | 0 | 10.76666667 | 12 | 21:32 | 0.02 | (0.93) |
| | March 2011 | 2.36388889 | 2 | 04:22 | 0.056944444 | 23.35972222 | 20 | 04:02 | 0.02 | (0.64) |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A  Mean Time to Restore Line Sharing | January 2012 | 6.34305556 | 3 | 02:45 | 1.629166667 | 0 | 9159 | 01:55 | 0.03 | (0.91) |
| Parity | December 2011 | 0.75069444 | 1 | 18:01 | 0 | 0 | 5677 | 23:56 | -0.29 | (1.18) |
| | November 2011 | 1.47708333 | 1 | 11:27 | 0 | 0 | 5875 | 03:52 | 0.32 | (0.56) |
| | October 2011 | 4.55277778 | 4 | 03:19 | 0.533333333 | 0 | 5772 | 01:49 | 0.09 | (0.79) |
| | September 2011 | 0.93819444 | 1 | 22:31 | 0 | 0 | 4906 | 00:06 | -0.07 | (1.05) |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 2.27708333 | 3 | 18:13 | 0.313888889 | 0 | 4903 | 20:31 | -0.19 | (1.12) |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 4.41111111 | 3 | 11:17 | 0.397222222 | 0 | 4936 | 21:20 | 1.04 | (0.12) |
| | March 2011 | 2.25416667 | 2 | 03:03 | 0.345833333 | 0 | 6244 | 21:47 | 0.41 | (0.55) |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A  Mean Time to Restore Line Splitting | January 2012 | 2.11319444 | 1 | 02:43 | 0 | 0 | 9159 | 01:55 | 0.02 | (0.77) |
| Parity | December 2011 | 1.22083333 | 1 | 05:18 | 0 | 0 | 5677 | 23:56 | 0.26 | (0.51) |
| | November 2011 | 1.49097222 | 1 | 11:47 | 0 | 0 | 5875 | 03:52 | 0.33 | (0.56) |
| | October 2011 | 0.23888889 | 1 | 05:44 | 0 | 0 | 5772 | 01:49 | -0.64 | (1.39) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 1.05625 | 2 | 12:40 | 0.463194444 | 0 | 5418 | 18:24 | -0.29 | (1.18) |
| | May 2011 | 1.96666667 | 2 | 23:36 | 0.039583333 | 0 | 5231 | 18:48 | 0.11 | (0.50) |
| | April 2011 | 0.29166667 | 1 | 07:00 | 0 | 0 | 4936 | 21:20 | -0.62 | (1.37) |
| | March 2011 | 1.51041667 | 2 | 18:07 | 0.136805556 | 0 | 6244 | 21:47 | -0.28 | (1.17) |

| Code | Description | Month | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A | Mean Time to Restore PBX Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | November 2011 | 0.15763889 | 1 | 03:47 | 0 | 7.097916667 | 7 | 00:20 | -0.57 | (1.35) |
| | | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | July 2011 | 0.94583333 | 1 | 22:42 | 0 | 0.934027778 | 1 | 22:25 | 0.00 | 0.00 |
| | | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 0.06180556 | 1 | 01:29 | 0 | 2.773611111 | 7 | 09:31 | -0.42 | (1.26) |
| | | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A | Mean Time to Restore Residence Parity | January 2012 | 19.5368056 | 7 | 18:59 | 2.485416667 | 0 | 8093 | 02:47 | 0.95 | (0.40) |
| | | December 2011 | 3.95763889 | 2 | 23:29 | 1.417361111 | 0 | 5030 | 00:12 | 1.67 | 0.17 |
| | | November 2011 | 6.05208333 | 4 | 12:19 | 1.288888889 | 0 | 5207 | 04:26 | 0.67 | (0.49) |
| | | October 2011 | 8.6125 | 8 | 01:50 | 0.486111111 | 0 | 5026 | 02:09 | -0.03 | (1.02) |
| | | September 2011 | 2.55069444 | 4 | 15:18 | 0.413888889 | 0 | 4270 | 00:18 | -0.82 | (1.50) |
| | | August 2011 | 0.86597222 | 1 | 20:47 | 0 | 0 | 4584 | 22:21 | -0.09 | (1.05) |
| | | July 2011 | 1.925 | 3 | 15:24 | 0.217361111 | 0 | 4303 | 20:58 | -0.45 | (1.28) |
| | | June 2011 | 2.00694444 | 2 | 00:05 | 0.114583333 | 0 | 4750 | 18:54 | 0.25 | (0.42) |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 4.67361111 | 4 | 04:02 | 0.151388889 | 0 | 5377 | 21:58 | 0.68 | (0.45) |
| | | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6A | Mean Time to Restore UNE - P (POTS) Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | February 2011 | 3.73263889 | 4 | 22:24 | 0.736805556 | 0 | 5059 | 23:06 | -0.07 | (1.04) |
| MR-6B | Mean Time to Restore Business Parity | January 2012 | 0.14097222 | 1 | 03:23 | 0 | 263.1354167 | 195 | 08:23 | -0.88 | (1.54) |
| | | December 2011 | 0.89791667 | 1 | 21:33 | 0 | 111.4201389 | 146 | 18:19 | 0.14 | (0.72) |
| | | November 2011 | 0.875 | 1 | 21:00 | 0 | 163.1055556 | 173 | 22:38 | -0.07 | (1.04) |
| | | October 2011 | 2.52291667 | 3 | 20:11 | 0.082638889 | 146.3875 | 187 | 18:47 | 0.15 | (0.75) |
| | | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | August 2011 | 0.10069444 | 1 | 02:25 | 0 | 203.6659722 | 221 | 22:07 | -0.78 | (1.47) |
| | | July 2011 | 0.34097222 | 1 | 08:11 | 0 | 149.5583333 | 182 | 19:43 | -0.66 | (1.40) |
| | | June 2011 | 1.06875 | 2 | 12:49 | 0.211805556 | 134.4805556 | 171 | 18:52 | -0.20 | (1.12) |
| | | May 2011 | 2.03680556 | 2 | 00:26 | 0.122222222 | 136.1194444 | 174 | 18:47 | 0.40 | (0.51) |
| | | April 2011 | 0.22777778 | 1 | 05:28 | 0 | 94.15208333 | 146 | 15:29 | -0.63 | (1.38) |
| | | March 2011 | 2.04097222 | 3 | 16:20 | 0.54375 | 135.8034722 | 189 | 17:15 | -0.09 | (1.06) |
| | | February 2011 | 0.47708333 | 2 | 05:43 | 0.041666667 | 150.7569444 | 164 | 22:04 | -1.01 | (1.62) |
| MR-6B | Mean Time to Restore Centrex 21 Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | February 2011 | 0.94513889 | 1 | 22:41 | 0 | 4.595138889 | 4 | 03:34 | -0.16 | (1.09) |
| MR-6B | Mean Time to Restore Line Sharing Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | June 2011 | 1.07847222 | 1 | 01:53 | 0 | 0 | 1455 | 20:34 | 0.22 | (0.49) |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6B | Mean Time to Restore PBX Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | September 2011 | 0.30833333 | 1 | 07:24 | 0 | 0.044444444 | 1 | 01:04 | 0.00 | 0.00 |
| | | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | July 2011 | 1.14513889 | 3 | 09:10 | 0.441666667 | 4.393055556 | 6 | 17:34 | -1.18 | (1.72) |
| | | June 2011 | 0.75277778 | 2 | 09:02 | 0.288888889 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| MR-6B  Mean Time to Restore Residence Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 2.56041667 | 2 | 06:43 | 0.406944444 | 0 | 1054 | 22:28 | 0.53 | (0.51) |
| | November 2011 | 1.21944444 | 1 | 05:16 | 0 | 0 | 1172 | 05:31 | -0.01 | (1.00) |
| | October 2011 | 2.11944444 | 1 | 02:52 | 0 | 0 | 1237 | 00:52 | 1.24 | (0.21) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.29305556 | 1 | 07:02 | 0 | 0 | 1284 | 20:47 | -0.69 | (1.42) |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 1.15416667 | 1 | 03:42 | 0 | 0 | 1171 | 20:30 | 0.34 | (0.47) |
| | March 2011 | 1.93541667 | 1 | 22:27 | 0 | 0 | 1330 | 22:37 | 1.18 | (0.23) |
| | February 2011 | 0.13958333 | 1 | 03:21 | 0 | 0 | 1167 | 23:57 | -0.88 | (1.54) |
| MR-6B  Mean Time to Restore Sub-Loop Unbundling  Diagnostic | January 2012 | 1.98055556 | 1 | 23:32 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6B  Mean Time to Restore UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 3.27847222 | 1 | 06:41 | 0 | 0 | 1331 | 23:43 | 2.36 | 0.21 |
| MR-6C  Mean Time to Restore Business Parity | January 2012 | 0.15208333 | 1 | 03:39 | 0 | 69.64444444 | 123 | 13:35 | -0.37 | (1.22) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.13055556 | 1 | 03:08 | 0 | 19.09305556 | 84 | 05:27 | -0.21 | (1.13) |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.29861111 | 2 | 03:35 | 0.146527778 | 41.525 | 123 | 08:06 | -0.50 | (1.30) |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.04583333 | 1 | 01:06 | 0 | 19.25625 | 75 | 06:10 | -0.40 | (1.24) |
| | April 2011 | 0.07847222 | 1 | 01:53 | 0 | 28.96875 | 91 | 07:38 | -0.48 | (1.29) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6C  Mean Time to Restore Centrex 21 Parity | January 2012 | 0.07430556 | 1 | 01:47 | 0 | 0.292361111 | 1 | 07:01 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.00069444 | 1 | 00:01 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6C  Mean Time to Restore Line Sharing Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.20208333 | 1 | 04:51 | 0 | 146.7472222 | 413 | 08:32 | -0.29 | (1.18) |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.05416667 | 1 | 01:18 | 0 | 230.2944444 | 467 | 11:50 | -0.63 | (1.38) |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.03263889 | 1 | 00:47 | 0 | 182.4145833 | 437 | 10:01 | -0.66 | (1.40) |
| | April 2011 | 0.07847222 | 1 | 01:53 | 0 | 170.3472222 | 412 | 09:55 | -0.60 | (1.36) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.09652778 | 1 | 02:19 | 0 | 160.4861111 | 389 | 09:54 | -0.52 | (1.32) |
| MR-6C  Mean Time to Restore Line Splitting Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.10486111 | 1 | 02:31 | 0 | 230.2944444 | 467 | 11:50 | -0.55 | (1.34) |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0.09791667 | 1 | 02:21 | 0 | 227.8020833 | 497 | 11:00 | -0.62 | (1.38) |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.70902778 | 1 | 17:01 | 0 | 170.3472222 | 412 | 09:55 | 0.53 | (0.60) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6C  Mean Time to Restore PBX  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 1.04861111 | 1 | 01:10 | 0 | 0.158333333 | 1 | 03:48 | 0.00 | 0.00 |
| MR-6C  Mean Time to Restore Residence Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.07083333 | 2 | 00:51 | 0.043055556 | 127.6541667 | 329 | 09:19 | -0.93 | (1.57) |
| | October 2011 | 0.11736111 | 3 | 00:56 | 0.029861111 | 150.2229167 | 353 | 10:13 | -1.22 | (1.74) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.00416667 | 1 | 00:06 | 0 | 215.95 | 450 | 11:31 | -0.78 | (1.47) |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore Dark Fiber - IOF  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.11180556 | 1 | 02:41 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.00625 | 3 | 00:03 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore DS0  Parity | January 2012 | 0.26875 | 1 | 06:27 | 0 | 41.07847222 | 91 | 10:50 | -0.18 | (1.11) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore DS1  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0.38611111 | 4 | 02:19 | 0.03125 | 5.935416667 | 45 | 03:10 | -0.68 | (1.41) |
| | November 2011 | 0.40486111 | 3 | 03:14 | 0.074305556 | 5.05625 | 51 | 02:23 | 0.83 | (0.47) |
| | October 2011 | 0.15694444 | 1 | 03:46 | 0 | 6.977083333 | 44 | 03:48 | -0.01 | (1.01) |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 1.05972222 | 4 | 06:21 | 0.245833333 | 6.357638889 | 39 | 03:55 | 0.94 | (0.47) |
| | July 2011 | 0.11041667 | 1 | 02:39 | 0 | 4.938888889 | 47 | 02:31 | 0.06 | (0.94) |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.18680556 | 1 | 04:29 | 0 | 7.259027778 | 45 | 03:52 | 0.16 | (0.78) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore DS3  Parity | January 2012 | 0.05069444 | 1 | 01:13 | 0 | 0.134722222 | 2 | 01:37 | -0.22 | (1.13) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore E911  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.02083333 | 1 | 00:30 | 0 | 0.003472222 | 1 | 00:05 | 0.00 | 0.00 |
| | February 2011 | 0.21111111 | 2 | 02:32 | 0.000694444 | 0.095833333 | 3 | 00:46 | 7.88 | (0.13) |
| MR-6D  Mean Time to Restore Enhanced Extended Loops - DS0 Capable  Diagnostic | January 2012 | 0.12013889 | 1 | 02:53 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0.08263889 | 1 | 01:59 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0.30902778 | 1 | 07:25 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.23541667 | 2 | 02:49 | 0.061111111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 6.25277778 | 1 | 06:04 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0.09513889 | 1 | 02:17 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.19930556 | 1 | 04:47 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore Enhanced Extended Loops - DS1 Capable  Parity | January 2012 | 18.8625 | 107 | 04:14 | 0.233333333 | 13.63611111 | 76 | 04:18 | -0.10 | (1.06) |
| | December 2011 | 6.50833333 | 47 | 03:19 | 0.122222222 | 5.935416667 | 45 | 03:10 | 0.32 | (0.81) |
| | November 2011 | 4.99166667 | 43 | 02:47 | 0.082638889 | 5.05625 | 51 | 02:23 | 1.12 | (0.35) |
| | October 2011 | 4.84861111 | 43 | 02:42 | 0.074305556 | 6.977083333 | 44 | 03:48 | -1.19 | (1.72) |
| | September 2011 | 4.09375 | 41 | 02:24 | 0.073611111 | 4.722916667 | 37 | 03:04 | -1.42 | (1.86) |
| | August 2011 | 5.4125 | 42 | 03:06 | 0.097222222 | 6.357638889 | 39 | 03:55 | -0.74 | (1.45) |
| | July 2011 | 6.28194444 | 46 | 03:17 | 0.120833333 | 4.938888889 | 47 | 02:31 | 1.60 | (0.32) |
| | June 2011 | 6.30625 | 46 | 03:17 | 0.131944444 | 6.607638889 | 61 | 02:36 | 1.57 | (0.17) |
| | May 2011 | 5.97847222 | 41 | 03:30 | 0.11875 | 6.759027778 | 42 | 03:52 | -0.52 | (1.32) |
| | April 2011 | 7.50486111 | 60 | 03:00 | 0.113194444 | 7.259027778 | 45 | 03:52 | -1.17 | (1.71) |
| | March 2011 | 6.95833333 | 44 | 03:48 | 0.142361111 | 11.68125 | 53 | 05:17 | -0.99 | (1.60) |
| | February 2011 | 5.7125 | 46 | 02:59 | 0.107638889 | 6.340972222 | 51 | 02:59 | -0.01 | (1.01) |
| MR-6D  Mean Time to Restore Enhanced Extended Loops - DS3 Capable  Diagnostic | January 2012 | 0.11180556 | 1 | 02:41 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.02013889 | 1 | 00:29 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.11180556 | 1 | 02:41 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.04652778 | 1 | 01:07 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.025 | 1 | 00:36 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore Frame Relay Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.00069444 | 1 | 00:01 | 0 | 1.710416667 | 8 | 05:08 | -1.13 | (1.69) |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore LIS Trunk Parity | January 2012 | 0.07222222 | 1 | 01:44 | 0 | 0.127083333 | 1 | 03:03 | 0.00 | 0.00 |
| | December 2011 | 0.2625 | 3 | 02:06 | 0.099305556 | 0.185416667 | 2 | 02:13 | -0.06 | (1.04) |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.00625 | 1 | 00:09 | 0 | 0.019444444 | 1 | 00:28 | 0.00 | 0.00 |
| | August 2011 | 0.94652778 | 2 | 11:21 | 0.620138889 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.23888889 | 2 | 02:52 | 0.106944444 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.05208333 | 2 | 00:37 | 0.022916667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.00625 | 1 | 00:09 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore UDIT Above DS1 Level  Parity | January 2012 | 0.00069444 | 1 | 00:01 | 0 | 0.134722222 | 2 | 01:37 | -0.87 | (1.53) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.09930556 | 1 | 02:23 | 0 | 0.4625 | 3 | 03:42 | -0.51 | (1.31) |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.14305556 | 1 | 03:26 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.06458333 | 2 | 00:46 | 0.015277778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.13055556 | 1 | 03:08 | 0 | 0.079166667 | 2 | 00:57 | 1.40 | (0.56) |
| MR-6D  Mean Time to Restore UDIT DS1 Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.05138889 | 1 | 01:14 | 0 | 7.259027778 | 45 | 03:52 | -0.69 | (1.42) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D  Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 6.35347222 | 26 | 05:52 | 0.226388889 | 0.572916667 | 4 | 03:26 | 1.64 | (0.58) |
| | December 2011 | 3.97361111 | 27 | 03:32 | 0.15625 | 0.353472222 | 2 | 04:14 | -0.65 | (1.39) |
| | November 2011 | 4.79513889 | 31 | 03:43 | 0.113888889 | 0.054861111 | 1 | 01:19 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 4.44722222 | 34 | 03:08 | 0.165972222 | 1.029166667 | 8 | 03:05 | 0.06 | (1.28) |
| | September 2011 | 3.21805556 | 25 | 03:05 | 0.080555556 | 0.339583333 | 2 | 04:04 | -0.86 | (1.52) |
| | August 2011 | 6.675 | 49 | 03:16 | 0.124305556 | 0.170833333 | 3 | 01:22 | 5.71 | 0.07 |
| | July 2011 | 5.25555556 | 29 | 04:21 | 0.222222222 | 0.324305556 | 5 | 01:33 | 9.02 | 0.21 |
| | June 2011 | 5.62708333 | 43 | 03:08 | 0.082638889 | 0.936111111 | 3 | 07:29 | -0.84 | (1.51) |
| | May 2011 | 5.61527778 | 46 | 02:56 | 0.049305556 | 0.615277778 | 5 | 02:57 | -0.02 | (1.02) |
| | April 2011 | 7.275 | 49 | 03:34 | 0.097222222 | 1.405555556 | 12 | 02:49 | 1.54 | (0.25) |
| | March 2011 | 5.90972222 | 42 | 03:23 | 0.118055556 | 0.788194444 | 5 | 03:47 | -0.24 | (1.14) |
| | February 2011 | 7.55694444 | 52 | 03:29 | 0.104166667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D   Mean Time to Restore Unbundled Loop - ADSL Qualified  Parity | January 2012 | 2.53194444 | 15 | 04:03 | 0.088194444 | 0.572916667 | 4 | 03:26 | 0.39 | (0.84) |
| | December 2011 | 1.92361111 | 15 | 03:05 | 0.063888889 | 0.353472222 | 2 | 04:14 | -1.03 | (1.63) |
| | November 2011 | 3.50486111 | 22 | 03:49 | 0.091666667 | 0.054861111 | 1 | 01:19 | 0.00 | 0.00 |
| | October 2011 | 4.60555556 | 13 | 08:30 | 0.572222222 | 1.029166667 | 8 | 03:05 | 5.55 | (0.43) |
| | September 2011 | 0.96736111 | 9 | 02:35 | 0.040277778 | 0.339583333 | 2 | 04:04 | -1.22 | (1.74) |
| | August 2011 | 3.06736111 | 17 | 04:20 | 0.209722222 | 0.170833333 | 3 | 01:22 | 8.44 | (0.19) |
| | July 2011 | 2.95138889 | 15 | 04:43 | 0.170138889 | 0.324305556 | 5 | 01:33 | 9.58 | 0.37 |
| | June 2011 | 2.61736111 | 19 | 03:18 | 0.086805556 | 0.936111111 | 3 | 07:29 | -0.78 | (1.47) |
| | May 2011 | 3.62986111 | 20 | 04:21 | 0.181944444 | 0.615277778 | 5 | 02:57 | 1.38 | (0.88) |
| | April 2011 | 3.03125 | 23 | 03:10 | 0.059027778 | 1.405555556 | 12 | 02:49 | 0.65 | (0.66) |
| | March 2011 | 4.76180556 | 21 | 05:27 | 0.279166667 | 0.788194444 | 5 | 03:47 | 0.92 | (0.83) |
| | February 2011 | 4.89791667 | 28 | 04:12 | 0.142361111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6D   Mean Time to Restore Unbundled Loop - DS1 Capable  Parity | January 2012 | 15.9479167 | 112 | 03:25 | 0.132638889 | 13.63611111 | 76 | 04:18 | -1.23 | (1.75) |
| | December 2011 | 9.61875 | 80 | 02:53 | 0.084722222 | 5.935416667 | 45 | 03:10 | -0.63 | (1.38) |
| | November 2011 | 8.40833333 | 77 | 02:37 | 0.070833333 | 5.05625 | 51 | 02:23 | 0.77 | (0.57) |
| | October 2011 | 13.3201389 | 100 | 03:12 | 0.141666667 | 6.977083333 | 44 | 03:48 | -0.78 | (1.47) |
| | September 2011 | 7.52083333 | 62 | 02:55 | 0.156944444 | 4.757638889 | 38 | 03:00 | -0.22 | (1.13) |
| | August 2011 | 8.96805556 | 60 | 03:35 | 0.145833333 | 6.357638889 | 39 | 03:55 | -0.32 | (1.19) |
| | July 2011 | 9.55486111 | 78 | 02:56 | 0.093055556 | 4.938888889 | 47 | 02:31 | 1.00 | (0.48) |
| | June 2011 | 8.97916667 | 68 | 03:10 | 0.118055556 | 6.607638889 | 61 | 02:36 | 1.43 | (0.28) |
| | May 2011 | 9.275 | 72 | 03:06 | 0.096527778 | 6.759027778 | 42 | 03:52 | -1.26 | (1.76) |
| | April 2011 | 6.10555556 | 57 | 02:34 | 0.071527778 | 7.259027778 | 45 | 03:52 | -1.72 | (2.05) |
| | March 2011 | 11.8152778 | 90 | 03:09 | 0.125 | 11.68125 | 53 | 05:17 | -1.68 | (2.02) |
| | February 2011 | 9.58263889 | 68 | 03:23 | 0.103472222 | 6.340972222 | 51 | 02:59 | 1.10 | (0.46) |
| MR-6D   Mean Time to Restore Unbundled Loop - XDSLi  Parity | January 2012 | 0.46041667 | 4 | 02:46 | 0.046527778 | 13.63611111 | 76 | 04:18 | -0.62 | (1.38) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.18194444 | 1 | 04:22 | 0 | 5.05625 | 51 | 02:23 | 1.13 | (0.30) |
| | October 2011 | 0.44513889 | 2 | 05:20 | 0.174305556 | 6.977083333 | 44 | 03:48 | 0.49 | (0.37) |
| | September 2011 | 0.10902778 | 1 | 02:37 | 0 | 4.722916667 | 37 | 03:04 | -0.21 | (1.13) |
| | August 2011 | 0.13055556 | 2 | 01:34 | 0.028472222 | 6.357638889 | 39 | 03:55 | -0.65 | (1.40) |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.2875 | 1 | 06:54 | 0 | 6.759027778 | 42 | 03:52 | 0.95 | (0.35) |
| | April 2011 | 0.02569444 | 1 | 00:37 | 0 | 7.259027778 | 45 | 03:52 | -0.85 | (1.52) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.22152778 | 1 | 05:19 | 0 | 6.340972222 | 51 | 02:59 | 1.18 | (0.32) |
| MR-6D   Mean Time to Restore Unbundled Loop Analog  Parity | January 2012 | 90.1118056 | 159 | 13:36 | 0.4375 | 0 | 9623 | 00:50 | -9.71 | (6.90) |
| | December 2011 | 51.6625 | 128 | 09:41 | 0.263194444 | 0 | 6045 | 23:08 | -6.98 | (5.24) |
| | November 2011 | 44.2618056 | 114 | 09:19 | 0.290972222 | 0 | 6228 | 02:45 | -7.83 | (5.76) |
| | October 2011 | 52.5944444 | 140 | 09:01 | 0.273611111 | 0 | 6147 | 00:49 | -5.96 | (4.62) |
| | September 2011 | 54.2881944 | 141 | 09:14 | 0.331944444 | 0 | 5314 | 23:06 | -7.62 | (5.63) |
| | August 2011 | 59.125 | 172 | 08:15 | 0.250694444 | 0 | 5810 | 20:56 | -9.02 | (6.48) |
| | July 2011 | 45.1395833 | 126 | 08:36 | 0.26875 | 0 | 5248 | 19:55 | -6.16 | (4.75) |
| | June 2011 | 51.6868056 | 158 | 07:51 | 0.309027778 | 0 | 5805 | 17:53 | -4.58 | (3.79) |
| | May 2011 | 39.9895833 | 138 | 06:57 | 0.207638889 | 0 | 5598 | 18:12 | -2.22 | (2.35) |
| | April 2011 | 43.9347222 | 125 | 08:26 | 0.171527778 | 0 | 5278 | 20:35 | -5.87 | (4.57) |
| | March 2011 | 88.6840278 | 224 | 09:30 | 0.261805556 | 0 | 6602 | 21:01 | -9.31 | (6.66) |
| | February 2011 | 43.9916667 | 111 | 09:31 | 0.295833333 | 0 | 5383 | 22:18 | -6.54 | (4.97) |
| MR-6D   Mean Time to Restore Unbundled Loop ISDN Capable  Parity | January 2012 | 0.29236111 | 1 | 07:01 | 0 | 0.572916667 | 4 | 03:26 | 1.16 | (0.82) |
| | December 2011 | 1.125 | 1 | 03:00 | 0 | 0.353472222 | 2 | 04:14 | 12.42 | (0.99) |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.04791667 | 1 | 01:09 | 0 | 0.339583333 | 2 | 04:04 | -1.52 | (1.93) |
| | August 2011 | 0.40277778 | 1 | 09:40 | 0 | 0.170833333 | 3 | 01:22 | 12.82 | (0.74) |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.37638889 | 2 | 04:31 | 0.040972222 | 0.615277778 | 5 | 02:57 | 0.92 | (0.65) |
| | April 2011 | 0.18611111 | 1 | 04:28 | 0 | 1.405555556 | 12 | 02:49 | 1.05 | (0.66) |
| | March 2011 | 0.04930556 | 1 | 01:11 | 0 | 0.788194444 | 5 | 03:47 | -0.66 | (1.40) |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E   Mean Time to Restore Dark Fiber - Loop  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.44513889 | 1 | 10:41 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E   Mean Time to Restore DS0  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.20208333 | 1 | 04:51 | 0 | 11.07708333 | 60 | 04:26 | 0.08 | (0.67) |
| | April 2011 | 0.05138889 | 1 | 01:14 | 0 | 9.004166667 | 51 | 04:14 | -0.61 | (1.37) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E  Mean Time to Restore DS1  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0.12361111 | 1 | 02:58 | 0 | 13.02361111 | 49 | 06:23 | -0.24 | (1.15) |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E  Mean Time to Restore E911  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.04236111 | 1 | 01:01 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.23611111 | 1 | 05:40 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E  Mean Time to Restore Enhanced Extended Loops - DS1 Capable  Parity | January 2012 | 7.51111111 | 29 | 06:13 | 0.435416667 | 19.28680556 | 82 | 05:39 | 0.24 | (0.85) |
| | December 2011 | 2.7875 | 19 | 03:31 | 0.102777778 | 12.30902778 | 57 | 05:11 | -0.55 | (1.33) |
| | November 2011 | 2.10763889 | 17 | 02:59 | 0.079166667 | 8.766666667 | 42 | 05:01 | -0.77 | (1.47) |
| | October 2011 | 3.41319444 | 23 | 03:34 | 0.233333333 | 5.352083333 | 42 | 03:03 | 0.88 | (0.72) |
| | September 2011 | 1.55625 | 16 | 02:20 | 0.056944444 | 5.888888889 | 37 | 03:49 | -0.90 | (1.55) |
| | August 2011 | 4.65138889 | 31 | 03:36 | 0.188194444 | 9.001388889 | 64 | 03:23 | 0.31 | (0.83) |
| | July 2011 | 1.56944444 | 14 | 02:41 | 0.113888889 | 13.02361111 | 49 | 06:23 | -0.87 | (1.53) |
| | June 2011 | 1.92708333 | 19 | 02:26 | 0.04375 | 8.10625 | 51 | 03:49 | -1.80 | (2.09) |
| | May 2011 | 2.82847222 | 17 | 04:00 | 0.138888889 | 6.754861111 | 37 | 04:23 | -0.40 | (1.25) |
| | April 2011 | 3.74652778 | 23 | 03:55 | 0.165277778 | 12.06319444 | 49 | 05:55 | -0.74 | (1.45) |
| | March 2011 | 3.98402778 | 16 | 05:59 | 0.299305556 | 6.938194444 | 41 | 04:04 | 2.07 | (0.22) |
| | February 2011 | 1.34583333 | 11 | 02:56 | 0.085416667 | 8.667361111 | 44 | 04:44 | -1.27 | (1.77) |
| MR-6E  Mean Time to Restore ISDN Primary  Parity | January 2012 | 0.15763889 | 1 | 03:47 | 0 | 8.502083333 | 44 | 04:38 | -0.12 | (1.07) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.09861111 | 1 | 02:22 | 0 | 1.600694444 | 18 | 02:08 | 0.18 | (0.83) |
| MR-6E  Mean Time to Restore LIS Trunk Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.31875 | 2 | 03:49 | 0.100694444 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.02777778 | 1 | 00:40 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E  Mean Time to Restore UDIT Above DS1 Level  Parity | January 2012 | 0.00069444 | 1 | 00:01 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0.04652778 | 1 | 01:07 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.05833333 | 1 | 01:24 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.02152778 | 1 | 00:31 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E  Mean Time to Restore UDIT DS1 Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.15138889 | 1 | 03:38 | 0 | 6.754861111 | 37 | 04:23 | -0.22 | (1.14) |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E   Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0.42916667 | 2 | 05:09 | 0.111111111 | 0.395138889 | 1 | 09:29 | 0.00 | 0.00 |
| | December 2011 | 0.56875 | 3 | 04:33 | 0.143055556 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.36388889 | 3 | 02:55 | 0.077083333 | 0.065277778 | 1 | 01:34 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.65763889 | 3 | 05:16 | 0.234722222 | 0.067361111 | 1 | 01:37 | 0.00 | 0.00 |
| | August 2011 | 0.37430556 | 3 | 03:00 | 0.059027778 | 0.060416667 | 1 | 01:27 | 0.00 | 0.00 |
| | July 2011 | 0.38125 | 4 | 02:17 | 0.054166667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.10833333 | 1 | 02:36 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.61666667 | 3 | 04:56 | 0.254166667 | 0.355555556 | 1 | 08:32 | 0.00 | 0.00 |
| | April 2011 | 0.39513889 | 2 | 04:44 | 0.032638889 | 1.959027778 | 4 | 11:45 | -0.53 | (1.32) |
| | March 2011 | 0.02847222 | 1 | 00:41 | 0 | 0.945833333 | 1 | 22:42 | 0.00 | 0.00 |
| | February 2011 | 0.1 | 1 | 02:24 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E   Mean Time to Restore Unbundled Loop - ADSL Qualified  Parity | January 2012 | 0.09444444 | 1 | 02:16 | 0 | 0.395138889 | 1 | 09:29 | 0.00 | 0.00 |
| | December 2011 | 0.20277778 | 1 | 04:52 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.22222222 | 1 | 05:20 | 0 | 0.065277778 | 1 | 01:34 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.13055556 | 1 | 03:08 | 0 | 0.067361111 | 1 | 01:37 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0.25 | 2 | 03:00 | 0.004166667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.18402778 | 2 | 02:13 | 0.049305556 | 0.355555556 | 1 | 08:32 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.05208333 | 2 | 00:37 | 0.029861111 | 0.945833333 | 1 | 22:42 | 0.00 | 0.00 |
| | February 2011 | 0.08333333 | 3 | 00:40 | 0.030555556 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-6E   Mean Time to Restore Unbundled Loop - DS1 Capable  Parity | January 2012 | 6.06666667 | 26 | 05:36 | 0.227083333 | 19.28680556 | 82 | 05:39 | -0.02 | (1.01) |
| | December 2011 | 0.91736111 | 12 | 01:50 | 0.042361111 | 12.30902778 | 57 | 05:11 | -0.92 | (1.56) |
| | November 2011 | 3.58194444 | 15 | 05:44 | 0.390972222 | 8.766666667 | 42 | 05:01 | 0.26 | (0.89) |
| | October 2011 | 1.27638889 | 12 | 02:33 | 0.041666667 | 5.352083333 | 42 | 03:03 | -0.70 | (1.43) |
| | September 2011 | 1.60138889 | 11 | 03:30 | 0.109722222 | 5.888888889 | 37 | 03:49 | -0.17 | (1.10) |
| | August 2011 | 3.55416667 | 15 | 05:41 | 0.251388889 | 9.001388889 | 64 | 03:23 | 2.43 | 0.11 |
| | July 2011 | 2.33819444 | 15 | 03:44 | 0.163888889 | 13.02361111 | 49 | 06:23 | -0.64 | (1.39) |
| | June 2011 | 2.43819444 | 16 | 03:39 | 0.085416667 | 8.10625 | 51 | 03:49 | -0.19 | (1.12) |
| | May 2011 | 1.14583333 | 12 | 02:17 | 0.0375 | 6.754861111 | 37 | 04:23 | -1.92 | (2.17) |
| | April 2011 | 1.62708333 | 12 | 03:15 | 0.092361111 | 12.06319444 | 49 | 05:55 | -0.77 | (1.47) |
| | March 2011 | 1.44305556 | 14 | 02:28 | 0.067361111 | 6.938194444 | 41 | 04:04 | -1.63 | (1.99) |
| | February 2011 | 1.37152778 | 11 | 03:00 | 0.134722222 | 8.667361111 | 44 | 04:44 | -1.23 | (1.75) |
| MR-6E   Mean Time to Restore Unbundled Loop - XDSLi  Parity | January 2012 | 1.12083333 | 3 | 08:58 | 0.143055556 | 19.28680556 | 82 | 05:39 | 0.51 | (0.43) |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.15833333 | 1 | 03:48 | 0 | 9.001388889 | 64 | 03:23 | 0.13 | (0.74) |
| | July 2011 | 0.67222222 | 2 | 08:04 | 0.078472222 | 13.02361111 | 49 | 06:23 | 0.17 | (0.42) |
| | June 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.5 | 2 | 06:00 | 0.222916667 | 12.06319444 | 49 | 05:55 | 0.01 | (0.45) |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.15833333 | 1 | 03:48 | 0 | 8.667361111 | 44 | 04:44 | -0.22 | (1.13) |
| MR-6E   Mean Time to Restore Unbundled Loop Analog  Parity | January 2012 | 21.8020833 | 38 | 13:46 | 0.513194444 | 0 | 1744 | 06:12 | -3.37 | (3.05) |
| | December 2011 | 5.56736111 | 15 | 08:54 | 0.180555556 | 0 | 1252 | 21:32 | -2.20 | (2.33) |
| | November 2011 | 2.09027778 | 6 | 08:22 | 0.5 | 0 | 1405 | 03:53 | -1.22 | (1.74) |
| | October 2011 | 1.74097222 | 7 | 05:58 | 0.126388889 | 0 | 1505 | 23:16 | -2.22 | (2.35) |
| | September 2011 | 4.80694444 | 14 | 08:14 | 0.270833333 | 0 | 1368 | 23:52 | -2.58 | (2.57) |
| | August 2011 | 5.55833333 | 14 | 09:32 | 0.35 | 0 | 1689 | 22:27 | -2.36 | (2.43) |
| | July 2011 | 13.8298611 | 29 | 11:27 | 0.393055556 | 0 | 1618 | 21:45 | -1.75 | (2.07) |
| | June 2011 | 4.16666667 | 14 | 07:09 | 0.211111111 | 0 | 1616 | 19:37 | -2.00 | (2.22) |
| | May 2011 | 10.7381944 | 28 | 09:12 | 0.588888889 | 0 | 1512 | 21:32 | -2.52 | (2.53) |
| | April 2011 | 7.70277778 | 20 | 09:15 | 0.226388889 | 0 | 1387 | 19:27 | -2.17 | (2.32) |
| | March 2011 | 3.42777778 | 10 | 08:14 | 0.211111111 | 0 | 1586 | 21:18 | -2.07 | (2.26) |
| | February 2011 | 11.3958333 | 27 | 10:08 | 0.261111111 | 0 | 1396 | 23:05 | -2.88 | (2.75) |
| MR-6E   Mean Time to Restore Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.19375 | 1 | 04:39 | 0 | 0.065277778 | 1 | 01:34 | 0.00 | 0.00 |
| | October 2011 | 0.67777778 | 1 | 16:16 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.10625 | 1 | 02:33 | 0 | 0.060416667 | 1 | 01:27 | 0.00 | 0.00 |
| | July 2011 | 1.02569444 | 3 | 08:12 | 0.278472222 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.30694444 | 1 | 07:22 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.34236111 | 2 | 04:07 | 0.131944444 | 0.355555556 | 1 | 08:32 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.06666667 | 1 | 01:36 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| MR-7A   Repair Repeat Report Rate Basic Rate ISDN  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 0 | 4 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Business Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 6 | 17% | 0.3727 | 48 | 699 | 7% | 0.95 | (0.77) |
| | November 2011 | 1 | 7 | 14% | 0.3499 | 53 | 723 | 7% | 0.70 | (0.87) |
| | October 2011 | 0 | 1 | 0% | 0 | 68 | 857 | 8% | -0.29 | (1.18) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 5 | 20% | 0.4 | 72 | 791 | 9% | 0.84 | (0.82) |
| | July 2011 | 0 | 3 | 0% | 0 | 62 | 687 | 9% | -0.54 | (1.33) |
| | June 2011 | 2 | 9 | 22% | 0.4157 | 61 | 780 | 8% | 1.60 | (0.39) |
| | May 2011 | 0 | 4 | 0% | 0 | 80 | 847 | 9% | -0.64 | (1.39) |
| | April 2011 | 1 | 3 | 33% | 0.4714 | 77 | 787 | 10% | 1.37 | (0.62) |
| | March 2011 | 0 | 5 | 0% | 0 | 71 | 948 | 7% | -0.63 | (1.39) |
| | February 2011 | 0 | 2 | 0% | 0 | 55 | 771 | 7% | -0.39 | (1.24) |
| MR-7A Repair Repeat Report Rate Centrex Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0 | 2 | 23 | 9% | -0.30 | (1.18) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Centrex 21 Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 1 | 10 | 10% | -0.32 | (1.19) |
| | November 2011 | 0 | 1 | 0% | 0 | 1 | 10 | 10% | -0.32 | (1.19) |
| | October 2011 | 0 | 1 | 0% | 0 | 1 | 6 | 17% | -0.41 | (1.25) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 11 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 0 | 13 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2 | 0% | 0 | 5 | 23 | 22% | -0.71 | (1.43) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Line Sharing Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 575 | 5892 | 10% | -0.33 | (1.20) |
| | November 2011 | 1 | 1 | 100% | 0 | 591 | 6120 | 10% | 3.06 | (0.21) |
| | October 2011 | 1 | 5 | 20% | 0.4 | 632 | 6261 | 10% | 0.73 | (0.87) |
| | September 2011 | 0 | 1 | 0% | 0 | 511 | 5540 | 9% | -0.32 | (1.19) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 3 | 33% | 0.4714 | 494 | 5193 | 10% | 1.41 | (0.61) |
| | June 2011 | 0 | 1 | 0% | 0 | 521 | 5769 | 9% | -0.32 | (1.19) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 3 | 0% | 0 | 430 | 5238 | 8% | -0.52 | (1.31) |
| | March 2011 | 1 | 2 | 50% | 0.5 | 590 | 6594 | 9% | 2.03 | (0.42) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Line Splitting Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 575 | 5892 | 10% | -0.33 | (1.20) |
| | November 2011 | 0 | 1 | 0% | 0 | 591 | 6120 | 10% | -0.33 | (1.20) |
| | October 2011 | 0 | 1 | 0% | 0 | 632 | 6261 | 10% | -0.34 | (1.20) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 2 | 0% | 0 | 521 | 5769 | 9% | -0.45 | (1.27) |
| | May 2011 | 2 | 3 | 67% | 0.4714 | 561 | 5564 | 10% | 3.25 | 0.16 |
| | April 2011 | 0 | 1 | 0% | 0 | 430 | 5238 | 8% | -0.30 | (1.18) |
| | March 2011 | 0 | 2 | 0% | 0 | 590 | 6594 | 9% | -0.44 | (1.27) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 0 | 7 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 1 | 8 | 13% | -0.36 | (1.22) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A Repair Repeat Report Rate Residence Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 2 | 0% | 0 | 527 | 5193 | 10% | -0.48 | (1.29) |
| | November 2011 | 0 | 4 | 0% | 0 | 538 | 5397 | 10% | -0.67 | (1.40) |
| | October 2011 | 1 | 8 | 13% | 0.3307 | 564 | 5404 | 10% | 0.19 | (1.13) |
| | September 2011 | 0 | 4 | 0% | 0 | 443 | 4793 | 9% | -0.64 | (1.39) |
| | August 2011 | 0 | 1 | 0% | 0 | 479 | 4792 | 10% | -0.33 | (1.20) |
| | July 2011 | 1 | 4 | 25% | 0.433 | 432 | 4506 | 10% | 1.05 | (0.74) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 1 | 3 | 33% | 0.4714 | 460 | 4989 | 9% | 1.44 | (0.59) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 3 | 5 | 60% | 0.4899 | 519 | 5646 | 9% | 3.93 | 0.50 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7A  Repair Repeat Report Rate UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 4 | 0% | 0 | 490 | 5373 | 9% | -0.63 | (1.39) |
| MR-7B  Repair Repeat Report Rate Business  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 11 | 158 | 7% | -0.27 | (1.17) |
| | November 2011 | 0 | 1 | 0% | 0 | 13 | 188 | 7% | -0.27 | (1.17) |
| | October 2011 | 0 | 4 | 0% | 0 | 22 | 214 | 10% | -0.67 | (1.41) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 31 | 242 | 13% | -0.38 | (1.23) |
| | July 2011 | 0 | 1 | 0% | 0 | 20 | 193 | 10% | -0.34 | (1.21) |
| | June 2011 | 0 | 2 | 0% | 0 | 21 | 200 | 11% | -0.48 | (1.29) |
| | May 2011 | 0 | 2 | 0% | 0 | 20 | 189 | 11% | -0.48 | (1.29) |
| | April 2011 | 0 | 1 | 0% | 0 | 10 | 167 | 6% | -0.25 | (1.15) |
| | March 2011 | 1 | 3 | 33% | 0.4714 | 16 | 219 | 7% | 1.72 | (0.52) |
| | February 2011 | 0 | 2 | 0% | 0 | 17 | 181 | 9% | -0.45 | (1.28) |
| MR-7B  Repair Repeat Report Rate Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 4 | 0% | | |
| MR-7B  Repair Repeat Report Rate Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 148 | 1511 | 10% | -0.33 | (1.20) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7B  Repair Repeat Report Rate PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 0 | 6 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7B  Repair Repeat Report Rate Residence  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 2 | 0% | 0 | 111 | 1088 | 10% | -0.48 | (1.29) |
| | November 2011 | 0 | 1 | 0% | 0 | 129 | 1205 | 11% | -0.35 | (1.21) |
| | October 2011 | 0 | 1 | 0% | 0 | 128 | 1298 | 10% | -0.33 | (1.20) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 161 | 1412 | 11% | -0.36 | (1.22) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 127 | 1311 | 10% | -0.33 | (1.20) |
| | May 2011 | 0 | 1 | 0% | 0 | 165 | 1319 | 13% | -0.38 | (1.23) |
| | April 2011 | 1 | 1 | 100% | 0 | 130 | 1211 | 11% | 2.88 | (0.25) |
| | March 2011 | 0 | 1 | 0% | 0 | 132 | 1374 | 10% | -0.33 | (1.20) |
| | February 2011 | 0 | 1 | 0% | 0 | 105 | 1215 | 9% | -0.31 | (1.19) |
| MR-7B  Repair Repeat Report Rate UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 122 | 1396 | 9% | -0.31 | (1.19) |
| MR-7C  Repair Repeat Report Rate Business  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0 | 13 | 138 | 9% | 5.31 | 0.84 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 2 | 0% | 0 | 15 | 196 | 8% | -0.41 | (1.25) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0 | 12 | 148 | 8% | 4.73 | 0.46 |
| | April 2011 | 0 | 1 | 0% | 0 | 15 | 149 | 10% | -0.33 | (1.20) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7C  Repair Repeat Report Rate Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 1 | 2 | 50% | -0.82 | (1.50) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7C  Repair Repeat Report Rate Line Sharing  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 99 | 766 | 13% | -0.39 | (1.23) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 88 | 802 | 11% | -0.35 | (1.21) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 2 | 50% | 0.5 | 123 | 895 | 14% | 1.49 | (0.60) |
| | April 2011 | 0 | 1 | 0% | 0 | 109 | 812 | 13% | -0.39 | (1.24) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 94 | 778 | 12% | -0.37 | (1.23) |
| MR-7C  Repair Repeat Report Rate Line Splitting  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 2 | 0% | 0 | 88 | 802 | 11% | -0.50 | (1.30) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 91 | 836 | 11% | -0.35 | (1.21) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 109 | 812 | 13% | -0.39 | (1.24) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7C  Repair Repeat Report Rate PBX  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| MR-7C  Repair Repeat Report Rate Residence  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 2 | 0% | 0 | 86 | 628 | 14% | -0.56 | (1.34) |
| | October 2011 | 0 | 3 | 0% | 0 | 77 | 635 | 12% | -0.64 | (1.39) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 92 | 714 | 13% | -0.38 | (1.23) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate Dark Fiber - IOF  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate DS1 Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 5 | 0% | 0 | 8 | 52 | 15% | -0.91 | (1.55) |
| | November 2011 | 1 | 3 | 33% | 0.4714 | 12 | 58 | 21% | 0.53 | (1.03) |
| | October 2011 | 0 | 1 | 0% | 0 | 9 | 55 | 16% | -0.44 | (1.27) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 4 | 25% | 0.433 | 7 | 46 | 15% | 0.52 | (1.02) |
| | July 2011 | 1 | 1 | 100% | 0 | 7 | 52 | 13% | 2.51 | (0.37) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 8 | 53 | 15% | -0.42 | (1.25) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate E911 Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 2 | 0% | 0 | 0 | 3 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 11 | 47 | 23% | 0.4234 | 8 | 52 | 15% | 1.10 | (0.54) |
| | November 2011 | 10 | 43 | 23% | 0.4225 | 12 | 58 | 21% | 0.31 | (0.96) |
| | October 2011 | 10 | 48 | 21% | 0.4061 | 9 | 55 | 16% | 0.61 | (0.80) |
| | September 2011 | 9 | 42 | 21% | 0.4103 | 11 | 44 | 25% | -0.38 | (1.23) |
| | August 2011 | 14 | 42 | 33% | 0.4714 | 7 | 46 | 15% | 2.36 | 0.06 |
| | July 2011 | 13 | 47 | 28% | 0.4473 | 7 | 52 | 13% | 2.07 | (0.08) |
| | June 2011 | 13 | 47 | 28% | 0.4473 | 14 | 65 | 22% | 0.78 | (0.68) |
| | May 2011 | 9 | 42 | 21% | 0.4103 | 6 | 46 | 13% | 1.17 | (0.54) |
| | April 2011 | 10 | 60 | 17% | 0.3727 | 8 | 53 | 15% | 0.23 | (1.02) |
| | March 2011 | 2 | 44 | 5% | 0.2083 | 10 | 59 | 17% | -1.66 | (2.01) |
| | February 2011 | 8 | 46 | 17% | 0.379 | 10 | 65 | 15% | 0.29 | (0.98) |
| MR-7D  Repair Repeat Report Rate Enhanced Extended Loops - DS3 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate Frame Relay  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 4 | 8 | 50% | -0.94 | (1.57) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate LIS Trunk  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 3 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate UDIT | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Above DS1 Level  Parity | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 3 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate UDIT | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| DS1  Parity | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 8 | 53 | 15% | -0.42 | (1.25) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Unbundled Loop - 2 Wire Non-Loaded  Parity | December 2011 | 0 | 26 | 0% | 0 | 0 | 5 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 31 | 3% | 0.1767 | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 2 | 35 | 6% | 0.2321 | 0 | 11 | 0% | 0.00 | (1.11) |
| | September 2011 | 2 | 26 | 8% | 0.2665 | 0 | 2 | 0% | 0.00 | (1.66) |
| | August 2011 | 3 | 49 | 6% | 0.2397 | 1 | 4 | 25% | -0.84 | (1.51) |
| | July 2011 | 0 | 29 | 0% | 0 | 0 | 6 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 43 | 2% | 0.1507 | 0 | 5 | 0% | 0.00 | (1.76) |
| | May 2011 | 3 | 46 | 7% | 0.2469 | 0 | 9 | 0% | 0.00 | (1.12) |
| | April 2011 | 4 | 49 | 8% | 0.2738 | 1 | 15 | 7% | 0.20 | (1.26) |
| | March 2011 | 1 | 42 | 2% | 0.1525 | 1 | 7 | 14% | -0.83 | (1.51) |
| | February 2011 | 1 | 40 | 3% | 0.1561 | 0 | 6 | 0% | 0.00 | (1.68) |
| MR-7D  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified  Parity | December 2011 | 1 | 15 | 7% | 0.2494 | 0 | 5 | 0% | 0.00 | (1.41) |
| | November 2011 | 1 | 22 | 5% | 0.2083 | 1 | 1 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 13 | 0% | 0 | 0 | 11 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 11 | 9% | 0.2875 | 0 | 2 | 0% | 0.00 | (1.62) |
| | August 2011 | 1 | 17 | 6% | 0.2353 | 1 | 4 | 25% | -0.79 | (1.48) |
| | July 2011 | 0 | 15 | 0% | 0 | 0 | 6 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 19 | 0% | 0 | 0 | 5 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 20 | 10% | 0.3 | 0 | 9 | 0% | 0.00 | (0.95) |
| | April 2011 | 3 | 23 | 13% | 0.3368 | 1 | 15 | 7% | 0.77 | (0.97) |
| | March 2011 | 1 | 21 | 5% | 0.213 | 1 | 7 | 14% | -0.62 | (1.38) |
| | February 2011 | 0 | 28 | 0% | 0 | 0 | 6 | 0% | 0.00 | 0.00 |
| MR-7D  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Unbundled Loop - DS1 Capable  Parity | December 2011 | 11 | 81 | 14% | 0.3426 | 8 | 52 | 15% | -0.28 | (1.17) |
| | November 2011 | 9 | 76 | 12% | 0.3231 | 12 | 58 | 21% | -1.25 | (1.76) |
| | October 2011 | 17 | 103 | 17% | 0.3712 | 9 | 55 | 16% | 0.02 | (1.13) |
| | September 2011 | 7 | 84 | 8% | 0.2764 | 11 | 45 | 24% | -2.03 | (2.23) |
| | August 2011 | 9 | 60 | 15% | 0.3571 | 7 | 46 | 15% | -0.03 | (1.02) |
| | July 2011 | 16 | 78 | 21% | 0.4038 | 7 | 52 | 13% | 1.15 | (0.52) |
| | June 2011 | 8 | 69 | 12% | 0.3202 | 14 | 65 | 22% | -1.40 | (1.85) |
| | May 2011 | 8 | 72 | 11% | 0.3143 | 6 | 46 | 13% | -0.30 | (1.18) |
| | April 2011 | 13 | 58 | 22% | 0.417 | 8 | 53 | 15% | 1.08 | (0.55) |
| | March 2011 | 17 | 94 | 18% | 0.3849 | 10 | 59 | 17% | 0.18 | (1.03) |
| | February 2011 | 6 | 68 | 9% | 0.2836 | 10 | 65 | 15% | -1.05 | (1.64) |
| MR-7D  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Unbundled Loop - XDSLi  Parity | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 12 | 58 | 21% | -0.51 | (1.31) |
| | October 2011 | 0 | 2 | 0% | 0 | 9 | 55 | 16% | -0.61 | (1.37) |
| | September 2011 | 0 | 1 | 0% | 0 | 11 | 44 | 25% | -0.57 | (1.35) |
| | August 2011 | 0 | 2 | 0% | 0 | 7 | 46 | 15% | -0.59 | (1.36) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 6 | 46 | 13% | -0.38 | (1.23) |
| | April 2011 | 0 | 1 | 0% | 0 | 8 | 53 | 15% | -0.42 | (1.25) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 10 | 65 | 15% | -0.42 | (1.26) |
| MR-7D  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Unbundled Loop Analog  Parity | December 2011 | 6 | 128 | 5% | 0.2114 | 660 | 6543 | 10% | -2.01 | (2.22) |
| | November 2011 | 7 | 114 | 6% | 0.2401 | 674 | 6776 | 10% | -1.35 | (1.82) |
| | October 2011 | 10 | 148 | 7% | 0.251 | 708 | 6927 | 10% | -1.38 | (1.84) |
| | September 2011 | 12 | 158 | 8% | 0.2649 | 581 | 6222 | 9% | -0.74 | (1.45) |
| | August 2011 | 8 | 172 | 5% | 0.2106 | 650 | 6408 | 10% | -2.35 | (2.43) |
| | July 2011 | 5 | 126 | 4% | 0.1952 | 566 | 5807 | 10% | -2.16 | (2.32) |
| | June 2011 | 5 | 158 | 3% | 0.1751 | 609 | 6431 | 9% | -2.67 | (2.63) |
| | May 2011 | 2 | 138 | 1% | 0.1195 | 670 | 6321 | 11% | -3.45 | (3.10) |
| | April 2011 | 7 | 125 | 6% | 0.2299 | 521 | 5898 | 9% | -1.26 | (1.77) |
| | March 2011 | 13 | 224 | 6% | 0.2338 | 680 | 7343 | 9% | -1.76 | (2.07) |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | February 2011 | 9 | 111 | 8% | 0.273 | 571 | 6024 | 9% | -0.49 | (1.30) |
| MR-7D   Repair Repeat Report Rate Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 0 | 5 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 1 | 4 | 25% | -0.52 | (1.31) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 2 | 0% | 0 | 0 | 9 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 1 | 15 | 7% | 3.62 | (0.30) |
| | March 2011 | 0 | 1 | 0% | 0 | 1 | 7 | 14% | -0.38 | (1.23) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E   Repair Repeat Report Rate Dark Fiber - Loop  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E   Repair Repeat Report Rate DS0  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 15 | 72 | 21% | -0.51 | (1.31) |
| | April 2011 | 0 | 1 | 0% | 0 | 10 | 65 | 15% | -0.42 | (1.26) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E   Repair Repeat Report Rate DS1  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 5 | 63 | 8% | -0.29 | (1.18) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E   Repair Repeat Report Rate E911  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E   Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 6 | 19 | 32% | 0.4648 | 15 | 72 | 21% | 1.03 | (0.57) |
| | November 2011 | 2 | 17 | 12% | 0.3222 | 10 | 50 | 20% | -0.73 | (1.45) |
| | October 2011 | 5 | 30 | 17% | 0.3727 | 5 | 64 | 8% | 1.49 | (0.43) |
| | September 2011 | 3 | 17 | 18% | 0.3812 | 2 | 50 | 4% | 2.48 | (0.22) |
| | August 2011 | 4 | 31 | 13% | 0.3352 | 9 | 75 | 12% | 0.13 | (1.10) |
| | July 2011 | 1 | 14 | 7% | 0.2575 | 5 | 63 | 8% | -0.10 | (1.06) |
| | June 2011 | 4 | 19 | 21% | 0.4077 | 3 | 63 | 5% | 2.92 | 0.02 |
| | May 2011 | 9 | 17 | 53% | 0.4991 | 5 | 43 | 12% | 4.50 | 0.80 |
| | April 2011 | 2 | 23 | 9% | 0.2818 | 5 | 60 | 8% | 0.05 | (1.20) |
| | March 2011 | 4 | 16 | 25% | 0.433 | 7 | 52 | 13% | 1.18 | (0.56) |
| | February 2011 | 5 | 11 | 45% | 0.4979 | 12 | 52 | 23% | 1.60 | (0.31) |
| MR-7E   Repair Repeat Report Rate ISDN Primary  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 22 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| MR-7E  Repair Repeat Report Rate LIS Trunk  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E  Repair Repeat Report Rate UDIT Above DS1 Level  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 2 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E  Repair Repeat Report Rate UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 5 | 43 | 12% | -0.36 | (1.22) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E  Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 3 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 3 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 3 | 33% | 0.4714 | 0 | 1 | 0% | 0.00 | (1.41) |
| | July 2011 | 1 | 4 | 25% | 0.433 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 3 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 2 | 0% | 0 | 0 | 4 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E  Repair Repeat Report Rate Unbundled Loop - ADSL Qualified  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 2 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-7E  Repair Repeat Report Rate Unbundled Loop - DS1 Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 12 | 0% | 0 | 15 | 72 | 21% | -1.65 | (2.00) |
| | November 2011 | 1 | 15 | 7% | 0.2494 | 10 | 50 | 20% | -1.13 | (1.69) |
| | October 2011 | 1 | 12 | 8% | 0.2764 | 5 | 64 | 8% | 0.06 | (1.25) |
| | September 2011 | 0 | 11 | 0% | 0 | 2 | 50 | 4% | -0.61 | (1.37) |
| | August 2011 | 0 | 15 | 0% | 0 | 9 | 75 | 12% | -1.31 | (1.79) |
| | July 2011 | 1 | 15 | 7% | 0.2494 | 5 | 63 | 8% | -0.16 | (1.10) |
| | June 2011 | 5 | 16 | 31% | 0.4635 | 3 | 63 | 5% | 4.44 | 0.49 |
| | May 2011 | 3 | 12 | 25% | 0.433 | 5 | 43 | 12% | 1.28 | (0.56) |
| | April 2011 | 1 | 12 | 8% | 0.2764 | 5 | 60 | 8% | 0.00 | (1.00) |
| | March 2011 | 2 | 14 | 14% | 0.3499 | 7 | 52 | 13% | 0.08 | (1.18) |
| | February 2011 | 0 | 11 | 0% | 0 | 12 | 52 | 23% | -1.65 | (2.00) |
| MR-7E  Repair Repeat Report Rate Unbundled Loop - XDSLi  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 9 | 75 | 12% | -0.37 | (1.22) |
| | July 2011 | 0 | 2 | 0% | 0 | 5 | 63 | 8% | -0.41 | (1.25) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 2 | 0% | 0 | 5 | 60 | 8% | -0.42 | (1.26) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 12 | 52 | 23% | -0.54 | (1.33) |
| MR-7E  Repair Repeat Report Rate | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Unbundled Loop Analog  Parity | December 2011 | 2 | 15 | 13% | 0.3399 | 132 | 1358 | 10% | 0.47 | (0.91) |
| | November 2011 | 0 | 6 | 0% | 0 | 158 | 1503 | 11% | -0.84 | (1.51) |
| | October 2011 | 0 | 8 | 0% | 0 | 168 | 1672 | 10% | -0.94 | (1.57) |
| | September 2011 | 0 | 14 | 0% | 0 | 153 | 1562 | 10% | -1.23 | (1.75) |
| | August 2011 | 1 | 14 | 7% | 0.2575 | 219 | 1821 | 12% | -0.56 | (1.34) |
| | July 2011 | 0 | 29 | 0% | 0 | 195 | 1747 | 11% | -1.89 | (2.15) |
| | June 2011 | 1 | 14 | 7% | 0.2575 | 166 | 1720 | 10% | -0.32 | (1.19) |
| | May 2011 | 6 | 28 | 21% | 0.4103 | 199 | 1646 | 12% | 1.50 | (0.28) |
| | April 2011 | 4 | 20 | 20% | 0.4 | 158 | 1530 | 10% | 1.41 | (0.37) |
| | March 2011 | 0 | 10 | 0% | 0 | 166 | 1729 | 10% | -1.03 | (1.62) |
| | February 2011 | 2 | 27 | 7% | 0.2619 | 135 | 1523 | 9% | -0.26 | (1.16) |
| MR-7E   Repair Repeat Report Rate Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 2 | 0% | 0 | 0 | 1 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8   Trouble Rate Basic Rate ISDN Parity | January 2012 | 0 | 94 | 0% | 0 | 7 | 2338 | 0% | -0.52 | (1.32) |
| | December 2011 | 1 | 97 | 1% | 0.101 | 5 | 2376 | 0% | 1.73 | (0.52) |
| | November 2011 | 0 | 97 | 0% | 0 | 2 | 2411 | 0% | -0.28 | (1.17) |
| | October 2011 | 0 | 95 | 0% | 0 | 11 | 2457 | 0% | -0.64 | (1.39) |
| | September 2011 | 0 | 96 | 0% | 0 | 3 | 2501 | 0% | -0.33 | (1.20) |
| | August 2011 | 0 | 96 | 0% | 0 | 5 | 2531 | 0% | -0.43 | (1.26) |
| | July 2011 | 0 | 98 | 0% | 0 | 6 | 2570 | 0% | -0.47 | (1.29) |
| | June 2011 | 0 | 97 | 0% | 0 | 5 | 2624 | 0% | -0.42 | (1.26) |
| | May 2011 | 1 | 97 | 1% | 0.101 | 10 | 2660 | 0% | 1.04 | (0.73) |
| | April 2011 | 0 | 100 | 0% | 0 | 19 | 2713 | 1% | -0.82 | (1.50) |
| | March 2011 | 0 | 114 | 0% | 0 | 8 | 3123 | 0% | -0.53 | (1.32) |
| | February 2011 | 0 | 111 | 0% | 0 | 6 | 3240 | 0% | -0.45 | (1.27) |
| MR-8   Trouble Rate Business  Parity | January 2012 | 7 | 2039 | 0% | 0.0585 | 1506 | 237728 | 1% | -1.64 | (2.00) |
| | December 2011 | 7 | 2054 | 0% | 0.0583 | 988 | 239450 | 0% | -0.51 | (1.31) |
| | November 2011 | 11 | 2058 | 1% | 0.0729 | 1049 | 241148 | 0% | 0.68 | (0.58) |
| | October 2011 | 5 | 2093 | 0% | 0.0488 | 1217 | 243047 | 1% | -1.69 | (2.03) |
| | September 2011 | 0 | 2099 | 0% | 0 | 1026 | 244755 | 0% | -2.96 | (2.80) |
| | August 2011 | 8 | 2115 | 0% | 0.0614 | 1229 | 246850 | 1% | -0.78 | (1.47) |
| | July 2011 | 4 | 2084 | 0% | 0.0438 | 1054 | 248762 | 0% | -1.62 | (1.99) |
| | June 2011 | 11 | 2094 | 1% | 0.0723 | 1137 | 251079 | 0% | 0.49 | (0.70) |
| | May 2011 | 8 | 2058 | 0% | 0.0622 | 1184 | 253224 | 0% | -0.52 | (1.32) |
| | April 2011 | 5 | 2060 | 0% | 0.0492 | 1103 | 255486 | 0% | -1.30 | (1.79) |
| | March 2011 | 8 | 2072 | 0% | 0.062 | 1330 | 257694 | 1% | -0.82 | (1.50) |
| | February 2011 | 4 | 2078 | 0% | 0.0438 | 1086 | 259877 | 0% | -1.59 | (1.96) |
| MR-8   Trouble Rate Centrex  Parity | January 2012 | 0 | 230 | 0% | 0 | 40 | 33760 | 0% | -0.52 | (1.32) |
| | December 2011 | 0 | 230 | 0% | 0 | 32 | 33849 | 0% | -0.46 | (1.28) |
| | November 2011 | 0 | 235 | 0% | 0 | 47 | 33974 | 0% | -0.57 | (1.35) |
| | October 2011 | 1 | 235 | 0% | 0.0651 | 28 | 34113 | 0% | 1.83 | (0.44) |
| | September 2011 | 0 | 235 | 0% | 0 | 39 | 34359 | 0% | -0.52 | (1.31) |
| | August 2011 | 0 | 235 | 0% | 0 | 30 | 34557 | 0% | -0.45 | (1.27) |
| | July 2011 | 0 | 235 | 0% | 0 | 33 | 34722 | 0% | -0.47 | (1.29) |
| | June 2011 | 0 | 235 | 0% | 0 | 22 | 34942 | 0% | -0.38 | (1.23) |
| | May 2011 | 0 | 235 | 0% | 0 | 31 | 35264 | 0% | -0.45 | (1.28) |
| | April 2011 | 0 | 237 | 0% | 0 | 39 | 35659 | 0% | -0.51 | (1.31) |
| | March 2011 | 0 | 237 | 0% | 0 | 37 | 36254 | 0% | -0.49 | (1.30) |
| | February 2011 | 0 | 238 | 0% | 0 | 37 | 36721 | 0% | -0.49 | (1.30) |
| MR-8   Trouble Rate Centrex 21  Parity | January 2012 | 2 | 545 | 0% | 0.0605 | 9 | 5032 | 0% | 0.99 | (0.40) |
| | December 2011 | 1 | 547 | 0% | 0.0427 | 14 | 5117 | 0% | -0.39 | (1.23) |
| | November 2011 | 1 | 550 | 0% | 0.0426 | 14 | 5182 | 0% | -0.38 | (1.23) |
| | October 2011 | 1 | 555 | 0% | 0.0424 | 10 | 5261 | 0% | -0.05 | (1.03) |
| | September 2011 | 0 | 553 | 0% | 0 | 19 | 5312 | 0% | -1.34 | (1.82) |
| | August 2011 | 1 | 556 | 0% | 0.0424 | 17 | 5477 | 0% | -0.53 | (1.32) |
| | July 2011 | 0 | 573 | 0% | 0 | 16 | 5614 | 0% | -1.22 | (1.74) |
| | June 2011 | 1 | 573 | 0% | 0.0417 | 16 | 5784 | 0% | -0.44 | (1.27) |
| | May 2011 | 0 | 573 | 0% | 0 | 15 | 5999 | 0% | -1.15 | (1.70) |
| | April 2011 | 1 | 577 | 0% | 0.0416 | 18 | 6293 | 0% | -0.49 | (1.30) |
| | March 2011 | 2 | 581 | 0% | 0.0586 | 29 | 6429 | 0% | -0.37 | (1.22) |
| | February 2011 | 1 | 588 | 0% | 0.0412 | 13 | 6564 | 0% | -0.15 | (1.09) |
| MR-8   Trouble Rate Dark Fiber - IOF Diagnostic | January 2012 | 0 | 98 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 93 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 89 | 1% | 0.1054 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 87 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 85 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 80 | 4% | 0.19 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 80 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 76 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 76 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 77 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 92 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 90 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8   Trouble Rate Dark Fiber - Loop Diagnostic | January 2012 | 0 | 20 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | November 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 19 | 5% | 0.2233 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 25 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 25 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate DS0  Parity | January 2012 | 1 | 301 | 0% | 0.0575 | 161 | 22494 | 1% | -0.78 | (1.48) |
| | December 2011 | 0 | 301 | 0% | 0 | 94 | 22697 | 0% | -1.11 | (1.68) |
| | November 2011 | 0 | 301 | 0% | 0 | 93 | 22797 | 0% | -1.10 | (1.67) |
| | October 2011 | 0 | 302 | 0% | 0 | 97 | 23129 | 0% | -1.12 | (1.68) |
| | September 2011 | 0 | 326 | 0% | 0 | 103 | 23428 | 0% | -1.19 | (1.72) |
| | August 2011 | 0 | 326 | 0% | 0 | 127 | 23627 | 1% | -1.32 | (1.80) |
| | July 2011 | 0 | 336 | 0% | 0 | 102 | 24952 | 0% | -1.17 | (1.71) |
| | June 2011 | 0 | 336 | 0% | 0 | 135 | 25139 | 1% | -1.34 | (1.81) |
| | May 2011 | 1 | 346 | 0% | 0.0537 | 141 | 25375 | 1% | -0.66 | (1.40) |
| | April 2011 | 1 | 346 | 0% | 0.0537 | 99 | 25658 | 0% | -0.29 | (1.18) |
| | March 2011 | 0 | 532 | 0% | 0 | 125 | 27893 | 0% | -1.53 | (1.93) |
| | February 2011 | 0 | 538 | 0% | 0 | 137 | 28286 | 0% | -1.60 | (1.97) |
| MR-8  Trouble Rate DS1  Parity | January 2012 | 0 | 23 | 0% | 0 | 176 | 7290 | 2% | -0.75 | (1.46) |
| | December 2011 | 4 | 23 | 17% | 0.379 | 124 | 7368 | 2% | 5.85 | 0.97 |
| | November 2011 | 3 | 25 | 12% | 0.325 | 108 | 7489 | 1% | 4.42 | 0.54 |
| | October 2011 | 1 | 25 | 4% | 0.196 | 91 | 7572 | 1% | 1.28 | (0.61) |
| | September 2011 | 0 | 25 | 0% | 0 | 88 | 7643 | 1% | -0.54 | (1.33) |
| | August 2011 | 4 | 25 | 16% | 0.3666 | 121 | 7736 | 2% | 5.81 | 0.96 |
| | July 2011 | 2 | 28 | 7% | 0.2575 | 115 | 7874 | 1% | 2.50 | (0.07) |
| | June 2011 | 0 | 30 | 0% | 0 | 128 | 7958 | 2% | -0.70 | (1.42) |
| | May 2011 | 0 | 28 | 0% | 0 | 89 | 8047 | 1% | -0.56 | (1.34) |
| | April 2011 | 1 | 25 | 4% | 0.196 | 113 | 8125 | 1% | 1.11 | (0.68) |
| | March 2011 | 0 | 32 | 0% | 0 | 111 | 8834 | 1% | -0.64 | (1.39) |
| | February 2011 | 0 | 33 | 0% | 0 | 117 | 8938 | 1% | -0.66 | (1.40) |
| MR-8  Trouble Rate DS3  Parity | January 2012 | 1 | 3 | 33% | 0.4714 | 2 | 1231 | 0% | 14.25 | 0.49 |
| | December 2011 | 0 | 3 | 0% | 0 | 1 | 1240 | 0% | -0.05 | (1.03) |
| | November 2011 | 0 | 3 | 0% | 0 | 4 | 1243 | 0% | -0.10 | (1.06) |
| | October 2011 | 0 | 3 | 0% | 0 | 0 | 1251 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 3 | 0% | 0 | 4 | 1264 | 0% | -0.10 | (1.06) |
| | August 2011 | 0 | 3 | 0% | 0 | 0 | 1271 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 2 | 1292 | 0% | -0.07 | (1.04) |
| | June 2011 | 0 | 3 | 0% | 0 | 0 | 1298 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 4 | 0% | 0 | 3 | 1307 | 0% | -0.10 | (1.06) |
| | April 2011 | 0 | 3 | 0% | 0 | 4 | 1309 | 0% | -0.10 | (1.06) |
| | March 2011 | 0 | 4 | 0% | 0 | 5 | 1664 | 0% | -0.11 | (1.07) |
| | February 2011 | 0 | 3 | 0% | 0 | 6 | 1667 | 0% | -0.10 | (1.06) |
| MR-8  Trouble Rate E911  Parity | January 2012 | 0 | 960 | 0% | 0 | 4 | 2972 | 0% | -0.99 | (1.60) |
| | December 2011 | 0 | 960 | 0% | 0 | 2 | 2970 | 0% | -0.70 | (1.43) |
| | November 2011 | 1 | 960 | 0% | 0.0323 | 3 | 2974 | 0% | 0.03 | (0.98) |
| | October 2011 | 0 | 960 | 0% | 0 | 6 | 3109 | 0% | -1.19 | (1.72) |
| | September 2011 | 0 | 956 | 0% | 0 | 6 | 3148 | 0% | -1.18 | (1.72) |
| | August 2011 | 0 | 958 | 0% | 0 | 9 | 3150 | 0% | -1.45 | (1.88) |
| | July 2011 | 0 | 958 | 0% | 0 | 4 | 3184 | 0% | -0.96 | (1.59) |
| | June 2011 | 0 | 958 | 0% | 0 | 12 | 3212 | 0% | -1.66 | (2.01) |
| | May 2011 | 0 | 1006 | 0% | 0 | 5 | 3324 | 0% | -1.08 | (1.66) |
| | April 2011 | 0 | 1002 | 0% | 0 | 7 | 3529 | 0% | -1.25 | (1.76) |
| | March 2011 | 2 | 1218 | 0% | 0.0405 | 2 | 3886 | 0% | 1.51 | (0.08) |
| | February 2011 | 2 | 1216 | 0% | 0.0405 | 6 | 3817 | 0% | 0.06 | (0.97) |
| MR-8  Trouble Rate Enhanced Extended Loops - DS0 Capable  Diagnostic | January 2012 | 1 | 62 | 2% | 0.126 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 62 | 2% | 0.126 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 60 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 61 | 2% | 0.127 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 61 | 3% | 0.1781 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 58 | 2% | 0.1302 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 56 | 2% | 0.1324 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 46 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 48 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 47 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 50 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 50 | 2% | 0.14 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate Enhanced Extended Loops - DS1 Capable  Parity | January 2012 | 136 | 3108 | 4% | 0.2046 | 176 | 7291 | 2% | 5.97 | 2.63 |
| | December 2011 | 66 | 3072 | 2% | 0.145 | 124 | 7369 | 2% | 1.69 | 0.02 |
| | November 2011 | 60 | 3016 | 2% | 0.1396 | 108 | 7489 | 1% | 2.13 | 0.29 |
| | October 2011 | 66 | 2933 | 2% | 0.1483 | 91 | 7573 | 1% | 4.43 | 1.69 |
| | September 2011 | 57 | 2877 | 2% | 0.1394 | 88 | 7644 | 1% | 3.56 | 1.16 |
| | August 2011 | 73 | 2823 | 3% | 0.1587 | 121 | 7737 | 2% | 3.75 | 1.28 |
| | July 2011 | 61 | 3601 | 2% | 0.129 | 115 | 7875 | 1% | 0.97 | (0.41) |
| | June 2011 | 66 | 3589 | 2% | 0.1344 | 128 | 7959 | 2% | 0.91 | (0.45) |
| | May 2011 | 59 | 3531 | 2% | 0.1282 | 89 | 8048 | 1% | 2.68 | 0.63 |
| | April 2011 | 83 | 3548 | 2% | 0.1511 | 113 | 8126 | 1% | 4.03 | 1.45 |
| | March 2011 | 60 | 3419 | 2% | 0.1313 | 111 | 8835 | 1% | 2.22 | 0.35 |
| | February 2011 | 57 | 3369 | 2% | 0.129 | 117 | 8939 | 1% | 1.67 | 0.01 |
| MR-8  Trouble Rate Enhanced Extended Loops - DS3 Capable  Diagnostic | January 2012 | 1 | 52 | 2% | 0.1373 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 49 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 48 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 0 | 45 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 45 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 45 | 2% | 0.1474 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 59 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 49 | 2% | 0.1414 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 43 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 45 | 2% | 0.1474 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 41 | 2% | 0.1543 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 42 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate Frame Relay  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 4 | 0% | 0 | 15 | 868 | 2% | -0.26 | (1.16) |
| | November 2011 | 0 | 4 | 0% | 0 | 4 | 882 | 0% | -0.13 | (1.08) |
| | October 2011 | 0 | 4 | 0% | 0 | 3 | 909 | 0% | -0.11 | (1.07) |
| | September 2011 | 0 | 4 | 0% | 0 | 13 | 921 | 1% | -0.24 | (1.15) |
| | August 2011 | 0 | 4 | 0% | 0 | 12 | 948 | 1% | -0.23 | (1.14) |
| | July 2011 | 0 | 4 | 0% | 0 | 13 | 960 | 1% | -0.23 | (1.14) |
| | June 2011 | 1 | 4 | 25% | 0.433 | 12 | 977 | 1% | 4.31 | (0.01) |
| | May 2011 | 0 | 4 | 0% | 0 | 7 | 992 | 1% | -0.17 | (1.10) |
| | April 2011 | 0 | 4 | 0% | 0 | 5 | 1007 | 1% | -0.14 | (1.09) |
| | March 2011 | 0 | 4 | 0% | 0 | 6 | 1129 | 1% | -0.15 | (1.09) |
| | February 2011 | 0 | 4 | 0% | 0 | 6 | 1155 | 1% | -0.14 | (1.09) |
| MR-8  Trouble Rate ISDN Primary  Parity | January 2012 | 1 | 76 | 1% | 0.114 | 83 | 94437 | 0% | 3.61 | (0.08) |
| | December 2011 | 0 | 76 | 0% | 0 | 40 | 95025 | 0% | -0.18 | (1.11) |
| | November 2011 | 0 | 76 | 0% | 0 | 44 | 95363 | 0% | -0.19 | (1.11) |
| | October 2011 | 0 | 76 | 0% | 0 | 58 | 95401 | 0% | -0.21 | (1.13) |
| | September 2011 | 0 | 76 | 0% | 0 | 43 | 95753 | 0% | -0.18 | (1.11) |
| | August 2011 | 0 | 76 | 0% | 0 | 61 | 95630 | 0% | -0.22 | (1.13) |
| | July 2011 | 0 | 51 | 0% | 0 | 57 | 95917 | 0% | -0.17 | (1.11) |
| | June 2011 | 0 | 51 | 0% | 0 | 57 | 95993 | 0% | -0.17 | (1.11) |
| | May 2011 | 0 | 51 | 0% | 0 | 53 | 95869 | 0% | -0.17 | (1.10) |
| | April 2011 | 0 | 51 | 0% | 0 | 44 | 95800 | 0% | -0.15 | (1.09) |
| | March 2011 | 0 | 51 | 0% | 0 | 59 | 104583 | 0% | -0.17 | (1.10) |
| | February 2011 | 1 | 51 | 2% | 0.1386 | 49 | 104072 | 0% | 6.30 | 0.20 |
| MR-8  Trouble Rate Line Sharing  Parity | January 2012 | 4 | 847 | 0% | 0.0686 | 11945 | 861932 | 1% | -2.27 | (2.38) |
| | December 2011 | 1 | 861 | 0% | 0.0341 | 7901 | 870009 | 1% | -2.45 | (2.49) |
| | November 2011 | 2 | 879 | 0% | 0.0476 | 8279 | 878277 | 1% | -2.19 | (2.33) |
| | October 2011 | 5 | 911 | 1% | 0.0739 | 8313 | 887048 | 1% | -1.22 | (1.74) |
| | September 2011 | 2 | 938 | 0% | 0.0461 | 7320 | 895912 | 1% | -2.05 | (2.25) |
| | August 2011 | 0 | 967 | 0% | 0 | 8229 | 906500 | 1% | -2.97 | (2.81) |
| | July 2011 | 3 | 986 | 0% | 0.0551 | 7554 | 916140 | 1% | -1.81 | (2.10) |
| | June 2011 | 2 | 1014 | 0% | 0.0444 | 8151 | 927583 | 1% | -2.32 | (2.41) |
| | May 2011 | 2 | 1033 | 0% | 0.044 | 7967 | 937865 | 1% | -2.30 | (2.40) |
| | April 2011 | 4 | 1051 | 0% | 0.0616 | 7428 | 947071 | 1% | -1.48 | (1.90) |
| | March 2011 | 2 | 1083 | 0% | 0.0429 | 9072 | 957443 | 1% | -2.59 | (2.57) |
| | February 2011 | 1 | 1102 | 0% | 0.0301 | 7547 | 965561 | 1% | -2.60 | (2.58) |
| MR-8  Trouble Rate Line Splitting  Parity | January 2012 | 1 | 87 | 1% | 0.1066 | 11945 | 861932 | 1% | -0.19 | (1.11) |
| | December 2011 | 1 | 90 | 1% | 0.1048 | 7901 | 870009 | 1% | 0.20 | (1.09) |
| | November 2011 | 1 | 94 | 1% | 0.1026 | 8279 | 878277 | 1% | 0.12 | (1.14) |
| | October 2011 | 1 | 97 | 1% | 0.101 | 8313 | 887048 | 1% | 0.10 | (1.15) |
| | September 2011 | 2 | 100 | 2% | 0.14 | 7320 | 895912 | 1% | 1.31 | (0.48) |
| | August 2011 | 0 | 101 | 0% | 0 | 8229 | 906500 | 1% | -0.96 | (1.58) |
| | July 2011 | 1 | 106 | 1% | 0.0967 | 7554 | 916140 | 1% | 0.14 | (1.13) |
| | June 2011 | 2 | 106 | 2% | 0.1361 | 8151 | 927583 | 1% | 1.11 | (0.57) |
| | May 2011 | 3 | 106 | 3% | 0.1658 | 7967 | 937865 | 1% | 2.22 | (0.07) |
| | April 2011 | 2 | 111 | 2% | 0.133 | 7428 | 947071 | 1% | 1.22 | (0.52) |
| | March 2011 | 2 | 116 | 2% | 0.1302 | 9072 | 957443 | 1% | 0.86 | (0.68) |
| | February 2011 | 0 | 115 | 0% | 0 | 7547 | 965561 | 1% | -0.95 | (1.58) |
| MR-8  Trouble Rate LIS Trunk  Parity | January 2012 | 1 | 106762 | 0% | 0.0031 | 2 | 97046 | 0% | -0.56 | (1.34) |
| | December 2011 | 3 | 105946 | 0% | 0.0053 | 4 | 99110 | 0% | -0.43 | (1.26) |
| | November 2011 | 2 | 105826 | 0% | 0.0043 | 1 | 99806 | 0% | 0.64 | (0.61) |
| | October 2011 | 0 | 107074 | 0% | 0 | 3 | 100814 | 0% | -1.24 | (1.76) |
| | September 2011 | 2 | 107602 | 0% | 0.0043 | 1 | 101725 | 0% | 0.64 | (0.61) |
| | August 2011 | 2 | 108526 | 0% | 0.0043 | 1 | 101461 | 0% | 0.63 | (0.62) |
| | July 2011 | 0 | 107974 | 0% | 0 | 1 | 102971 | 0% | -0.72 | (1.43) |
| | June 2011 | 0 | 111238 | 0% | 0 | 1 | 103259 | 0% | -0.72 | (1.44) |
| | May 2011 | 0 | 112488 | 0% | 0 | 0 | 103895 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 112911 | 0% | 0.0042 | 0 | 104295 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 114857 | 0% | 0.0042 | 0 | 113749 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 115961 | 0% | 0.0029 | 0 | 114806 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate PBX  Parity | January 2012 | 0 | 448 | 0% | 0 | 22 | 24417 | 0% | -0.63 | (1.38) |
| | December 2011 | 0 | 441 | 0% | 0 | 11 | 24501 | 0% | -0.44 | (1.27) |
| | November 2011 | 1 | 449 | 0% | 0.0471 | 11 | 25074 | 0% | 1.79 | (0.47) |
| | October 2011 | 0 | 453 | 0% | 0 | 9 | 25398 | 0% | -0.40 | (1.24) |
| | September 2011 | 1 | 456 | 0% | 0.0468 | 13 | 25717 | 0% | 1.59 | (0.53) |
| | August 2011 | 0 | 458 | 0% | 0 | 16 | 26033 | 0% | -0.53 | (1.32) |
| | July 2011 | 5 | 451 | 1% | 0.1047 | 9 | 26329 | 0% | 12.24 | 1.78 |
| | June 2011 | 2 | 445 | 0% | 0.0669 | 13 | 26719 | 0% | 3.80 | 0.20 |
| | May 2011 | 1 | 474 | 0% | 0.0459 | 2 | 26863 | 0% | 5.09 | (0.01) |
| | April 2011 | 0 | 471 | 0% | 0 | 19 | 27265 | 0% | -0.57 | (1.35) |
| | March 2011 | 1 | 494 | 0% | 0.0449 | 16 | 28533 | 0% | 1.36 | (0.60) |
| | February 2011 | 1 | 503 | 0% | 0.0445 | 10 | 28793 | 0% | 1.96 | 0.19 |
| MR-8  Trouble Rate Residence  Parity | January 2012 | 8 | 369 | 2% | 0.1456 | 10439 | 624204 | 2% | 0.74 | (0.64) |
| | December 2011 | 4 | 336 | 1% | 0.1085 | 6913 | 630559 | 1% | 0.17 | (1.01) |
| | November 2011 | 7 | 304 | 2% | 0.15 | 7230 | 637129 | 1% | 1.92 | (0.06) |
| | October 2011 | 12 | 307 | 4% | 0.1938 | 7096 | 644001 | 1% | 4.71 | 1.16 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 4 | 382 | 1% | 0.1018 | 6294 | 651157 | 1% | 0.16 | (1.01) |
| | August 2011 | 2 | 341 | 1% | 0.0764 | 7000 | 659650 | 1% | -0.86 | (1.52) |
| | July 2011 | 4 | 312 | 1% | 0.1125 | 6500 | 667378 | 1% | 0.55 | (0.78) |
| | June 2011 | 5 | 272 | 2% | 0.1343 | 7014 | 676504 | 1% | 1.30 | (0.38) |
| | May 2011 | 1 | 255 | 0% | 0.0625 | 6783 | 684641 | 1% | -0.96 | (1.59) |
| | April 2011 | 1 | 252 | 0% | 0.0629 | 6325 | 691585 | 1% | -0.86 | (1.52) |
| | March 2011 | 6 | 241 | 2% | 0.1558 | 7742 | 699749 | 1% | 2.05 | (0.02) |
| | February 2011 | 1 | 243 | 0% | 0.064 | 6461 | 705684 | 1% | -0.82 | (1.50) |
| MR-8  Trouble Rate Sub-Loop Unbundling Diagnostic | January 2012 | 1 | 11 | 9% | 0.2875 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 5 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 9 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 9 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate UDIT Above DS1 Level Parity | January 2012 | 2 | 99 | 2% | 0.1407 | 2 | 1231 | 0% | 4.42 | 0.15 |
| | December 2011 | 0 | 99 | 0% | 0 | 1 | 1240 | 0% | -0.27 | (1.17) |
| | November 2011 | 0 | 102 | 0% | 0 | 4 | 1243 | 0% | -0.55 | (1.34) |
| | October 2011 | 1 | 104 | 1% | 0.0976 | 0 | 1251 | 0% | 0.00 | (0.13) |
| | September 2011 | 1 | 105 | 1% | 0.0971 | 4 | 1264 | 0% | 1.11 | (0.73) |
| | August 2011 | 1 | 101 | 1% | 0.099 | 0 | 1271 | 0% | 0.00 | (0.12) |
| | July 2011 | 0 | 99 | 0% | 0 | 2 | 1292 | 0% | -0.38 | (1.23) |
| | June 2011 | 1 | 102 | 1% | 0.0985 | 0 | 1298 | 0% | 0.00 | (0.12) |
| | May 2011 | 0 | 109 | 0% | 0 | 3 | 1307 | 0% | -0.48 | (1.29) |
| | April 2011 | 1 | 108 | 1% | 0.0958 | 4 | 1309 | 0% | 1.12 | (0.73) |
| | March 2011 | 2 | 122 | 2% | 0.127 | 5 | 1664 | 0% | 2.61 | (0.14) |
| | February 2011 | 1 | 122 | 1% | 0.0902 | 6 | 1667 | 0% | 0.82 | (0.83) |
| MR-8  Trouble Rate UDIT DS1  Parity | January 2012 | 0 | 113 | 0% | 0 | 176 | 7290 | 2% | -1.66 | (2.01) |
| | December 2011 | 0 | 113 | 0% | 0 | 124 | 7368 | 2% | -1.38 | (1.84) |
| | November 2011 | 0 | 113 | 0% | 0 | 108 | 7489 | 1% | -1.28 | (1.78) |
| | October 2011 | 0 | 113 | 0% | 0 | 91 | 7572 | 1% | -1.16 | (1.71) |
| | September 2011 | 0 | 113 | 0% | 0 | 88 | 7643 | 1% | -1.14 | (1.69) |
| | August 2011 | 0 | 113 | 0% | 0 | 121 | 7736 | 2% | -1.33 | (1.81) |
| | July 2011 | 0 | 114 | 0% | 0 | 115 | 7874 | 1% | -1.29 | (1.78) |
| | June 2011 | 0 | 114 | 0% | 0 | 128 | 7958 | 2% | -1.36 | (1.82) |
| | May 2011 | 1 | 114 | 1% | 0.0932 | 89 | 8047 | 1% | -0.23 | (1.14) |
| | April 2011 | 1 | 114 | 1% | 0.0932 | 113 | 8125 | 1% | -0.46 | (1.28) |
| | March 2011 | 0 | 120 | 0% | 0 | 111 | 8834 | 1% | -1.23 | (1.75) |
| | February 2011 | 0 | 120 | 0% | 0 | 117 | 8938 | 1% | -1.25 | (1.76) |
| MR-8  Trouble Rate Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 28 | 12850 | 0% | 0.0466 | 7 | 2326 | 0% | -0.67 | (1.41) |
| | December 2011 | 30 | 12757 | 0% | 0.0484 | 5 | 2364 | 0% | 0.23 | (0.86) |
| | November 2011 | 34 | 12709 | 0% | 0.0517 | 2 | 2399 | 0% | 2.87 | 0.74 |
| | October 2011 | 34 | 12614 | 0% | 0.0518 | 11 | 2445 | 0% | -1.22 | (1.74) |
| | September 2011 | 28 | 12568 | 0% | 0.0471 | 3 | 2489 | 0% | 1.34 | (0.18) |
| | August 2011 | 52 | 12451 | 0% | 0.0645 | 5 | 2519 | 0% | 2.25 | 0.37 |
| | July 2011 | 33 | 12338 | 0% | 0.0516 | 6 | 2558 | 0% | 0.31 | (0.81) |
| | June 2011 | 44 | 12174 | 0% | 0.06 | 5 | 2612 | 0% | 1.80 | 0.10 |
| | May 2011 | 49 | 12110 | 0% | 0.0635 | 10 | 2647 | 0% | 0.20 | (0.88) |
| | April 2011 | 51 | 12002 | 0% | 0.065 | 19 | 2700 | 1% | -1.57 | (1.95) |
| | March 2011 | 43 | 14738 | 0% | 0.0539 | 8 | 3110 | 0% | 0.35 | (0.79) |
| | February 2011 | 53 | 14703 | 0% | 0.0599 | 6 | 3227 | 0% | 2.08 | 0.27 |
| MR-8  Trouble Rate Unbundled Loop - 4 Wire Non-Loaded  Parity | January 2012 | 0 | 55 | 0% | 0 | 176 | 7290 | 2% | -1.16 | (1.71) |
| | December 2011 | 0 | 56 | 0% | 0 | 124 | 7368 | 2% | -0.98 | (1.59) |
| | November 2011 | 0 | 56 | 0% | 0 | 108 | 7489 | 1% | -0.90 | (1.55) |
| | October 2011 | 0 | 58 | 0% | 0 | 91 | 7572 | 1% | -0.84 | (1.51) |
| | September 2011 | 0 | 60 | 0% | 0 | 88 | 7643 | 1% | -0.83 | (1.51) |
| | August 2011 | 0 | 60 | 0% | 0 | 121 | 7736 | 2% | -0.97 | (1.59) |
| | July 2011 | 0 | 61 | 0% | 0 | 115 | 7874 | 1% | -0.95 | (1.58) |
| | June 2011 | 0 | 61 | 0% | 0 | 128 | 7958 | 2% | -0.99 | (1.60) |
| | May 2011 | 0 | 63 | 0% | 0 | 89 | 8047 | 1% | -0.84 | (1.51) |
| | April 2011 | 0 | 68 | 0% | 0 | 113 | 8125 | 1% | -0.98 | (1.59) |
| | March 2011 | 0 | 85 | 0% | 0 | 111 | 8834 | 1% | -1.04 | (1.63) |
| | February 2011 | 0 | 90 | 0% | 0 | 117 | 8938 | 1% | -1.09 | (1.66) |
| MR-8  Trouble Rate Unbundled Loop - ADSL Qualified  Parity | January 2012 | 16 | 5128 | 0% | 0.0558 | 7 | 2326 | 0% | 0.08 | (0.95) |
| | December 2011 | 16 | 5054 | 0% | 0.0562 | 5 | 2364 | 0% | 0.92 | (0.44) |
| | November 2011 | 23 | 4993 | 0% | 0.0677 | 2 | 2399 | 0% | 5.26 | 2.20 |
| | October 2011 | 13 | 4950 | 0% | 0.0512 | 11 | 2445 | 0% | -1.13 | (1.69) |
| | September 2011 | 10 | 4855 | 0% | 0.0453 | 3 | 2489 | 0% | 1.00 | (0.39) |
| | August 2011 | 17 | 4775 | 0% | 0.0596 | 5 | 2519 | 0% | 1.44 | (0.13) |
| | July 2011 | 17 | 4715 | 0% | 0.0599 | 6 | 2558 | 0% | 1.06 | (0.36) |
| | June 2011 | 19 | 4671 | 0% | 0.0636 | 5 | 2612 | 0% | 2.02 | 0.23 |
| | May 2011 | 22 | 4536 | 0% | 0.0695 | 10 | 2647 | 0% | 0.71 | (0.57) |
| | April 2011 | 23 | 4399 | 1% | 0.0721 | 19 | 2700 | 1% | -0.88 | (1.54) |
| | March 2011 | 23 | 4274 | 1% | 0.0732 | 8 | 3110 | 0% | 2.35 | 0.43 |
| | February 2011 | 31 | 4114 | 1% | 0.0865 | 6 | 3227 | 0% | 5.60 | 2.41 |
| MR-8  Trouble Rate Unbundled Loop - DS1 Capable  Parity | January 2012 | 139 | 6818 | 2% | 0.1413 | 176 | 7291 | 2% | -1.45 | (1.88) |
| | December 2011 | 93 | 6818 | 1% | 0.116 | 124 | 7369 | 2% | -1.47 | (1.90) |
| | November 2011 | 92 | 6823 | 1% | 0.1153 | 108 | 7490 | 1% | -0.47 | (1.29) |
| | October 2011 | 112 | 6766 | 2% | 0.1276 | 91 | 7573 | 1% | 2.49 | 0.51 |
| | September 2011 | 73 | 6818 | 1% | 0.1029 | 89 | 7644 | 1% | -0.52 | (1.32) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 75 | 6836 | 1% | 0.1042 | 121 | 7737 | 2% | -2.27 | (2.38) |
| | July 2011 | 93 | 6843 | 1% | 0.1158 | 115 | 7875 | 1% | -0.51 | (1.31) |
| | June 2011 | 85 | 6882 | 1% | 0.1104 | 128 | 7959 | 2% | -1.80 | (2.10) |
| | May 2011 | 84 | 6920 | 1% | 0.1095 | 89 | 8048 | 1% | 0.63 | (0.62) |
| | April 2011 | 70 | 6953 | 1% | 0.0998 | 113 | 8126 | 1% | -2.01 | (2.22) |
| | March 2011 | 108 | 6845 | 2% | 0.1246 | 111 | 8835 | 1% | 1.79 | 0.09 |
| | February 2011 | 79 | 6891 | 1% | 0.1065 | 117 | 8939 | 1% | -0.89 | (1.54) |
| MR-8  Trouble Rate Unbundled Loop - DS3 Capable  Parity | January 2012 | 0 | 4 | 0% | 0 | 2 | 1231 | 0% | -0.08 | (1.05) |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-8  Trouble Rate Unbundled Loop - XDSLi  Parity | January 2012 | 7 | 192 | 4% | 0.1874 | 176 | 7281 | 2% | 1.09 | (0.47) |
| | December 2011 | 0 | 194 | 0% | 0 | 124 | 7353 | 2% | -1.80 | (2.09) |
| | November 2011 | 1 | 198 | 1% | 0.0709 | 108 | 7474 | 1% | -1.09 | (1.67) |
| | October 2011 | 2 | 204 | 1% | 0.0985 | 91 | 7557 | 1% | -0.29 | (1.18) |
| | September 2011 | 1 | 206 | 0% | 0.0695 | 88 | 7628 | 1% | -0.89 | (1.54) |
| | August 2011 | 3 | 210 | 1% | 0.1187 | 121 | 7721 | 2% | -0.16 | (1.10) |
| | July 2011 | 2 | 214 | 1% | 0.0962 | 115 | 7859 | 1% | -0.64 | (1.39) |
| | June 2011 | 0 | 216 | 0% | 0 | 128 | 7947 | 2% | -1.86 | (2.13) |
| | May 2011 | 1 | 219 | 0% | 0.0674 | 89 | 8036 | 1% | -0.91 | (1.55) |
| | April 2011 | 3 | 225 | 1% | 0.1147 | 113 | 8114 | 1% | -0.07 | (1.05) |
| | March 2011 | 0 | 234 | 0% | 0 | 111 | 8821 | 1% | -1.70 | (2.04) |
| | February 2011 | 2 | 235 | 1% | 0.0919 | 117 | 8925 | 1% | -0.61 | (1.37) |
| MR-8  Trouble Rate Unbundled Loop Analog  Parity | January 2012 | 197 | 50195 | 0% | 0.0625 | 11945 | 861940 | 1% | -18.51 | (12.25) |
| | December 2011 | 143 | 50603 | 0% | 0.0531 | 7901 | 870017 | 1% | -14.42 | (9.77) |
| | November 2011 | 120 | 51114 | 0% | 0.0484 | 8279 | 878285 | 1% | -16.10 | (10.79) |
| | October 2011 | 147 | 51629 | 0% | 0.0533 | 8313 | 887056 | 1% | -14.96 | (10.09) |
| | September 2011 | 155 | 52155 | 0% | 0.0544 | 7320 | 895920 | 1% | -12.82 | (8.79) |
| | August 2011 | 186 | 52537 | 0% | 0.0594 | 8229 | 906508 | 1% | -13.01 | (8.91) |
| | July 2011 | 155 | 53185 | 0% | 0.0539 | 7554 | 916148 | 1% | -13.22 | (9.04) |
| | June 2011 | 172 | 53510 | 0% | 0.0566 | 8151 | 927591 | 1% | -13.43 | (9.17) |
| | May 2011 | 166 | 53736 | 0% | 0.0555 | 7967 | 937873 | 1% | -13.28 | (9.07) |
| | April 2011 | 145 | 54053 | 0% | 0.0517 | 7428 | 947079 | 1% | -13.23 | (9.04) |
| | March 2011 | 234 | 61013 | 0% | 0.0618 | 9072 | 957451 | 1% | -13.94 | (9.48) |
| | February 2011 | 138 | 61598 | 0% | 0.0473 | 7547 | 965569 | 1% | -15.24 | (10.26) |
| MR-8  Trouble Rate Unbundled Loop ISDN Capable  Parity | January 2012 | 1 | 271 | 0% | 0.0606 | 7 | 2326 | 0% | 0.19 | (1.13) |
| | December 2011 | 1 | 288 | 0% | 0.0588 | 5 | 2364 | 0% | 0.47 | (1.00) |
| | November 2011 | 1 | 294 | 0% | 0.0582 | 2 | 2399 | 0% | 1.44 | (0.67) |
| | October 2011 | 1 | 300 | 0% | 0.0576 | 11 | 2445 | 0% | -0.28 | (1.17) |
| | September 2011 | 1 | 313 | 0% | 0.0564 | 3 | 2489 | 0% | 0.96 | (0.81) |
| | August 2011 | 2 | 322 | 1% | 0.0786 | 5 | 2519 | 0% | 1.60 | (0.45) |
| | July 2011 | 3 | 325 | 1% | 0.0956 | 6 | 2558 | 0% | 2.42 | (0.11) |
| | June 2011 | 1 | 331 | 0% | 0.0549 | 5 | 2612 | 0% | 0.43 | (1.02) |
| | May 2011 | 4 | 340 | 1% | 0.1078 | 10 | 2647 | 0% | 2.26 | (0.08) |
| | April 2011 | 1 | 346 | 0% | 0.0537 | 19 | 2700 | 1% | -0.87 | (1.53) |
| | March 2011 | 1 | 362 | 0% | 0.0525 | 8 | 3110 | 0% | 0.07 | (1.20) |
| | February 2011 | 1 | 376 | 0% | 0.0515 | 6 | 3227 | 0% | 0.34 | (1.06) |
| MR-8  Trouble Rate UNE - P (POTS)  Parity | January 2012 | 0 | 13 | 0% | 0 | 11945 | 861932 | 1% | -0.43 | (1.26) |
| | December 2011 | 0 | 13 | 0% | 0 | 7901 | 870009 | 1% | -0.35 | (1.21) |
| | November 2011 | 0 | 13 | 0% | 0 | 8279 | 878277 | 1% | -0.35 | (1.21) |
| | October 2011 | 0 | 13 | 0% | 0 | 8313 | 887048 | 1% | -0.35 | (1.21) |
| | September 2011 | 0 | 13 | 0% | 0 | 7320 | 895912 | 1% | -0.33 | (1.20) |
| | August 2011 | 0 | 14 | 0% | 0 | 8229 | 906500 | 1% | -0.36 | (1.22) |
| | July 2011 | 0 | 14 | 0% | 0 | 7554 | 916140 | 1% | -0.34 | (1.21) |
| | June 2011 | 0 | 14 | 0% | 0 | 8151 | 927583 | 1% | -0.35 | (1.21) |
| | May 2011 | 0 | 14 | 0% | 0 | 7967 | 937865 | 1% | -0.35 | (1.21) |
| | April 2011 | 0 | 14 | 0% | 0 | 7428 | 947071 | 1% | -0.33 | (1.20) |
| | March 2011 | 0 | 21 | 0% | 0 | 9072 | 957443 | 1% | -0.45 | (1.27) |
| | February 2011 | 5 | 23 | 22% | 0.4125 | 7547 | 965561 | 1% | 11.41 | 1.91 |
| MR-8  Trouble Rate UNE P (Centrex)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1 | 0% | 0 | 39 | 34359 | 0% | -0.03 | (1.02) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9A  Repair Appointments Met Business  Parity | January 2012 | 4 | 5 | 80% | 0.4 | 957 | 1125 | 85% | 0.32 | (1.09) |
| | December 2011 | 5 | 6 | 83% | 0.3727 | 591 | 699 | 85% | 0.08 | (1.21) |
| | November 2011 | 7 | 7 | 100% | 0 | 631 | 723 | 87% | -1.01 | (1.61) |
| | October 2011 | 1 | 1 | 100% | 0 | 749 | 832 | 90% | -0.33 | (1.20) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 4 | 5 | 80% | 0.4 | 723 | 791 | 91% | 0.91 | (0.79) |

| | | | | | | | | | |
|---|---|---:|---:|---:|---:|---:|---:|---:|---:|
| | July 2011 | 3 | 3 | 100% | 0 | 616 | 687 | 90% | -0.59 | (1.36) |
| | June 2011 | 4 | 9 | 44% | 0.4969 | 687 | 780 | 88% | 4.02 | 0.73 |
| | May 2011 | 3 | 4 | 75% | 0.433 | 735 | 847 | 87% | 0.69 | (0.90) |
| | April 2011 | 3 | 3 | 100% | 0 | 682 | 787 | 87% | -0.68 | (1.41) |
| | March 2011 | 5 | 5 | 100% | 0 | 847 | 948 | 89% | -0.77 | (1.47) |
| | February 2011 | 2 | 2 | 100% | 0 | 694 | 771 | 90% | -0.47 | (1.29) |
| MR-9A  Repair Appointments Met Centrex Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1 | 0% | 0 | 21 | 23 | 91% | 3.17 | (0.30) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9A  Repair Appointments Met Centrex 21  Parity | January 2012 | 0 | 1 | 0% | 0 | 5 | 5 | 100% | 0.00 | (0.41) |
| | December 2011 | 1 | 1 | 100% | 0 | 9 | 10 | 90% | -0.32 | (1.19) |
| | November 2011 | 1 | 1 | 100% | 0 | 6 | 10 | 60% | -0.78 | (1.47) |
| | October 2011 | 1 | 1 | 100% | 0 | 5 | 6 | 83% | -0.41 | (1.25) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 11 | 11 | 100% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 9 | 13 | 69% | -0.64 | (1.39) |
| | March 2011 | 2 | 2 | 100% | 0 | 20 | 23 | 87% | -0.53 | (1.32) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9A  Repair Appointments Met PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9A  Repair Appointments Met Residence  Parity | January 2012 | 7 | 7 | 100% | 0 | 7507 | 8276 | 91% | -0.85 | (1.51) |
| | December 2011 | 1 | 2 | 50% | 0.5 | 4645 | 5193 | 89% | 1.82 | (0.49) |
| | November 2011 | 4 | 4 | 100% | 0 | 4894 | 5397 | 91% | -0.64 | (1.39) |
| | October 2011 | 8 | 8 | 100% | 0 | 4798 | 5204 | 92% | -0.82 | (1.50) |
| | September 2011 | 3 | 4 | 75% | 0.433 | 4156 | 4454 | 93% | 1.46 | (0.58) |
| | August 2011 | 1 | 1 | 100% | 0 | 4539 | 4792 | 95% | -0.24 | (1.14) |
| | July 2011 | 4 | 4 | 100% | 0 | 4257 | 4506 | 94% | -0.48 | (1.29) |
| | June 2011 | 3 | 3 | 100% | 0 | 4604 | 4989 | 92% | -0.50 | (1.30) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 5 | 5 | 100% | 0 | 5098 | 5646 | 90% | -0.73 | (1.45) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9A  Repair Appointments Met UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 4 | 4 | 100% | 0 | 4958 | 5373 | 92% | -0.58 | (1.35) |
| MR-9B  Repair Appointments Met Business Parity | January 2012 | 1 | 1 | 100% | 0 | 173 | 209 | 83% | -0.46 | (1.28) |
| | December 2011 | 1 | 1 | 100% | 0 | 141 | 158 | 89% | -0.35 | (1.21) |
| | November 2011 | 1 | 1 | 100% | 0 | 156 | 188 | 83% | -0.45 | (1.27) |
| | October 2011 | 4 | 4 | 100% | 0 | 179 | 207 | 86% | -0.78 | (1.48) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 210 | 242 | 87% | -0.39 | (1.24) |
| | July 2011 | 0 | 1 | 0% | 0 | 169 | 193 | 88% | 2.65 | (0.31) |
| | June 2011 | 1 | 2 | 50% | 0.5 | 173 | 200 | 87% | 1.50 | (0.61) |
| | May 2011 | 1 | 2 | 50% | 0.5 | 161 | 189 | 85% | 1.39 | (0.65) |
| | April 2011 | 1 | 1 | 100% | 0 | 143 | 167 | 86% | -0.41 | (1.25) |
| | March 2011 | 2 | 3 | 67% | 0.4714 | 194 | 219 | 89% | 1.19 | (0.70) |
| | February 2011 | 1 | 2 | 50% | 0.5 | 158 | 181 | 87% | 1.57 | (0.58) |
| MR-9B  Repair Appointments Met Centrex 21  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 4 | 4 | 100% | 0.00 | 0.00 |
| MR-9B  Repair Appointments Met PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9B  Repair Appointments Met Residence  Parity | January 2012 | 1 | 1 | 100% | 0 | 1381 | 1515 | 91% | -0.31 | (1.19) |
| | December 2011 | 1 | 2 | 50% | 0.5 | 981 | 1088 | 90% | 1.91 | (0.46) |
| | November 2011 | 0 | 1 | 0% | 0 | 1094 | 1205 | 91% | 3.14 | (0.20) |
| | October 2011 | 1 | 1 | 100% | 0 | 1170 | 1269 | 92% | -0.29 | (1.18) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 1343 | 1412 | 95% | -0.23 | (1.14) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 1219 | 1311 | 93% | -0.27 | (1.17) |
| | May 2011 | 1 | 1 | 100% | 0 | 1228 | 1319 | 93% | -0.27 | (1.17) |
| | April 2011 | 1 | 1 | 100% | 0 | 1109 | 1211 | 92% | -0.30 | (1.18) |
| | March 2011 | 1 | 1 | 100% | 0 | 1255 | 1374 | 91% | -0.31 | (1.19) |
| | February 2011 | 1 | 1 | 100% | 0 | 1136 | 1215 | 94% | -0.26 | (1.16) |
| MR-9B  Repair Appointments Met UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 1294 | 1396 | 93% | 3.56 | (0.12) |
| MR-9C  Repair Appointments Met Business  Parity | January 2012 | 1 | 1 | 100% | 0 | 168 | 172 | 98% | -0.15 | (1.09) |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0 | 135 | 138 | 98% | -0.26 | (1.16) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0 | 188 | 196 | 96% | -0.29 | (1.18) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0 | 145 | 148 | 98% | -0.20 | (1.12) |
| | April 2011 | 1 | 1 | 100% | 0 | 147 | 149 | 99% | -0.12 | (1.07) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9C  Repair Appointments Met Centrex 21  Parity | January 2012 | 1 | 1 | 100% | 0 | 1 | 2 | 50% | -0.82 | (1.50) |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 2 | 2 | 100% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| MR-9C  Repair Appointments Met PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| MR-9C  Repair Appointments Met Residence  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 619 | 628 | 99% | -0.17 | (1.10) |
| | October 2011 | 3 | 3 | 100% | 0 | 615 | 623 | 99% | -0.20 | (1.12) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 691 | 714 | 97% | -0.18 | (1.11) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| NI-1A  Trunk Blockage to CTL-Q Tandem Offices LIS Trunk  Parity  0.01 | January 2012 | 30 | 41902 | 0% | 0.003 | 0 | 0 | 0% | 0.00 | (2.79) |
| | December 2011 | 6 | 42910 | 0% | 0.0009 | 0 | 0 | 0% | 0.00 | (2.96) |
| | November 2011 | 5 | 28008 | 0% | 0.0008 | 0 | 0 | 0% | 0.00 | (2.95) |
| | October 2011 | 3 | 27744 | 0% | 0.0007 | 8 | 16097 | 0% | -24.52 | (15.91) |
| | September 2011 | 5 | 27960 | 0% | 0.0009 | 2 | 16097 | 0% | 4.92 | 1.99 |
| | August 2011 | 2 | 27864 | 0% | 0.0004 | 3 | 16097 | 0% | -18.53 | (12.27) |
| | July 2011 | 3 | 27216 | 0% | 0.0006 | 1 | 16097 | 0% | 15.57 | 8.47 |
| | June 2011 | 5 | 27600 | 0% | 0.0009 | 33 | 16097 | 0% | -34.67 | (22.08) |
| | May 2011 | 5 | 28632 | 0% | 0.0012 | 1 | 16097 | 0% | 45.52 | 26.67 |
| | April 2011 | 3 | 28848 | 0% | 0.0006 | 8 | 16097 | 0% | -15.76 | (10.58) |
| | March 2011 | 6 | 28080 | 0% | 0.0011 | 1 | 16097 | 0% | 86.04 | 51.31 |
| | February 2011 | 4 | 27552 | 0% | 0.0008 | 6 | 16097 | 0% | -11.34 | (7.90) |
| NI-1B  Trunk Blockage to CTL-Q End Offices LIS Trunk  Parity  0.01 | January 2012 | 1 | 16279 | 0% | 0.0004 | 0 | 0 | 0% | 0.00 | (2.99) |
| | December 2011 | 0 | 16303 | 0% | 0.0002 | 0 | 0 | 0% | 0.00 | (3.00) |
| | November 2011 | 0 | 1956 | 0% | 0 | 0 | 0 | 0% | 0.00 | (3.00) |
| | October 2011 | 0 | 1956 | 0% | 0.0004 | 1 | 14347 | 0% | -1.58 | (1.96) |
| | September 2011 | 0 | 1956 | 0% | 0.0002 | 0 | 14347 | 0% | 4.37 | 1.66 |
| | August 2011 | 1 | 1836 | 0% | 0.001 | 1 | 14347 | 0% | 12.48 | 6.58 |
| | July 2011 | 0 | 1836 | 0% | 0 | 2 | 14347 | 0% | -3.63 | (3.21) |
| | June 2011 | 0 | 1908 | 0% | 0 | 3 | 14347 | 0% | -6.37 | (4.87) |
| | May 2011 | 0 | 1956 | 0% | 0 | 1 | 14347 | 0% | -7.02 | (5.27) |
| | April 2011 | 0 | 1956 | 0% | 0 | 0 | 14347 | 0% | -3.73 | (3.27) |
| | March 2011 | 0 | 2172 | 0% | 0 | 0 | 14347 | 0% | -6.45 | (4.92) |
| | February 2011 | 0 | 2196 | 0% | 0 | 1 | 14347 | 0% | -5.25 | (4.19) |
| NI-1C  Trunk Blockage to CTL-Q Tandem Offices LIS Trunk  Diagnostic | January 2012 | 134 | 44158 | 0% | 0.0174 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 54 | 44038 | 0% | 0.0132 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 55 | 28560 | 0% | 0.0173 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 62 | 28536 | 0% | 0.0178 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 38 | 28464 | 0% | 0.0142 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 45 | 28824 | 0% | 0.0162 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 46 | 28272 | 0% | 0.0166 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 89 | 28560 | 0% | 0.019 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 41 | 29256 | 0% | 0.01 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 33 | 29496 | 0% | 0.0074 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 21 | 28416 | 0% | 0.0055 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 36 | 28440 | 0% | 0.007 | 0 | 0 | 0% | 0.00 | 0.00 |
| NI-1D  Trunk Blockage to CTL-Q End Offices LIS Trunk  Diagnostic | January 2012 | 1 | 16303 | 0% | 0.001 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 16303 | 0% | 0.0002 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 1956 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 1956 | 0% | 0.0004 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 1956 | 0% | 0.0002 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 4 | 1932 | 0% | 0.0081 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 4 | 1932 | 0% | 0.0084 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 8 | 2004 | 0% | 0.0177 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2052 | 0% | 0.0051 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 7 | 2052 | 0% | 0.0144 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 2172 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 2196 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-13A  Coordinated Cuts Completed on Time Unbundled Loop - Analog  Benchmark 0.95 | January 2012 | 43 | 45 | 96% | 0.2061 | 0 | 0 | 0% | 0.00 | (0.02) |
| | December 2011 | 41 | 41 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 48 | 49 | 98% | 0.1414 | 0 | 0 | 0% | 0.00 | (0.09) |
| | October 2011 | 49 | 51 | 96% | 0.1941 | 0 | 0 | 0% | 0.00 | (0.03) |
| | September 2011 | 91 | 95 | 96% | 0.2008 | 0 | 0 | 0% | 0.00 | (0.02) |
| | August 2011 | 63 | 63 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 46 | 47 | 98% | 0.1443 | 0 | 0 | 0% | 0.00 | (0.09) |
| | June 2011 | 170 | 172 | 99% | 0.1072 | 0 | 0 | 0% | 0.00 | (0.12) |
| | May 2011 | 112 | 114 | 98% | 0.1313 | 0 | 0 | 0% | 0.00 | (0.10) |
| | April 2011 | 130 | 133 | 98% | 0.1485 | 0 | 0 | 0% | 0.00 | (0.09) |
| | March 2011 | 127 | 136 | 93% | 0.2486 | 0 | 0 | 0% | 0.00 | 0.05 |
| | February 2011 | 107 | 112 | 96% | 0.2065 | 0 | 0 | 0% | 0.00 | (0.02) |
| OP-13A  Coordinated Cuts Completed on Time Unbundled Loop Other  Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-13B  Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog  Diagnostic | January 2012 | 0 | 45 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 41 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 50 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 51 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 95 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 63 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 47 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 176 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 115 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Measure | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 1 | 134 | 1% | 0.0861 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 7 | 139 | 5% | 0.2187 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 116 | 1% | 0.0924 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-13B  Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic | January 2012 | 0 | 6 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 33 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 15 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 4 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 30 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 17 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic | January 2012 | 636 | 4 | 159 | 130 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 548 | 4 | 137 | 130 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 466 | 5 | 93 | 123.59 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 384 | 4 | 96 | 130 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 300 | 4 | 75 | 130 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 249 | 3 | 83 | 143.76 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 226 | 1 | 226 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 206 | 1 | 206 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 184 | 1 | 184 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 165 | 2 | 83 | 113.84 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 142 | 1 | 142 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 119 | 1 | 119 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date LIS Trunk  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0 | 0 | 14 | 2 | 7 | -1.35 | (1.82) |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 43 | 1 | 43 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 21 | 1 | 21 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Residence  Parity | January 2012 | 318 | 4 | 80 | 47.89 | 28234 | 327 | 86 | -0.27 | (1.16) |
| | December 2011 | 239 | 3 | 80 | 8.96 | 25727 | 370 | 70 | 0.42 | (0.77) |
| | November 2011 | 176 | 5 | 35 | 30.16 | 19717 | 355 | 56 | -1.23 | (1.75) |
| | October 2011 | 107 | 3 | 36 | 3.79 | 16876 | 395 | 43 | -0.33 | (1.20) |
| | September 2011 | 39 | 3 | 13 | 1 | 11321 | 408 | 28 | -0.61 | (1.37) |
| | August 2011 | 0 | 1 | 0 | 0 | 7252 | 159 | 46 | -0.81 | (1.49) |
| | July 2011 | 22 | 1 | 22 | 0 | 5548 | 136 | 41 | -0.38 | (1.23) |
| | June 2011 | 48 | 5 | 10 | 8.2 | 4466 | 114 | 39 | -1.42 | (1.86) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0 | 0 | 7192 | 137 | 53 | -0.92 | (1.56) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 23494 | 24 | 979 | 631.84 | 9 | 1 | 9 | 0.00 | 0.00 |
| | December 2011 | 23888 | 28 | 853 | 645.26 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 23364 | 30 | 779 | 654.81 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 22812 | 26 | 877 | 622.65 | 78 | 3 | 26 | 0.00 | 0.00 |
| | September 2011 | 22266 | 26 | 856 | 622.65 | 15 | 3 | 5 | 0.00 | 0.00 |
| | August 2011 | 21749 | 24 | 906 | 594.45 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 20940 | 21 | 997 | 544.29 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 20520 | 21 | 977 | 544.29 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 20058 | 21 | 955 | 544.29 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 20009 | 25 | 800 | 587.16 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 19484 | 25 | 779 | 587.16 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 19999 | 26 | 769 | 566.37 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Unbundled Loop - ADSL Qualified  Parity | January 2012 | 18418 | 25 | 737 | 444.26 | 9 | 1 | 9 | 0.00 | 0.00 |
| | December 2011 | 17782 | 24 | 741 | 433.64 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 17278 | 24 | 720 | 433.64 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 17901 | 25 | 716 | 465.14 | 78 | 3 | 26 | 0.00 | 0.00 |
| | September 2011 | 17376 | 25 | 695 | 465.14 | 15 | 3 | 5 | 0.00 | 0.00 |
| | August 2011 | 16869 | 23 | 733 | 435.8 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 16647 | 24 | 694 | 431.43 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 16167 | 24 | 674 | 431.43 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 15171 | 20 | 759 | 391.76 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 14778 | 21 | 704 | 412.1 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 14349 | 24 | 598 | 447.49 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 13982 | 23 | 608 | 428.4 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Unbundled Loop - DS1 Capable  Parity | January 2012 | 364 | 4 | 91 | 32.19 | 581 | 7 | 83 | 0.18 | (0.83) |
| | December 2011 | 172 | 3 | 57 | 27.15 | 479 | 8 | 60 | -0.06 | (1.04) |
| | November 2011 | 109 | 3 | 36 | 27.15 | 339 | 4 | 85 | -0.99 | (1.60) |
| | October 2011 | 89 | 3 | 30 | 4.16 | 331 | 10 | 33 | -0.11 | (1.07) |
| | September 2011 | 28 | 4 | 7 | 4.76 | 355 | 6 | 59 | -1.62 | (1.98) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0 | 0 | 181 | 10 | 18 | -1.20 | (1.73) |
| | April 2011 | 45 | 1 | 45 | 0 | 73 | 11 | 7 | 6.47 | 0.04 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 24 | 1 | 24 | 0 | 4 | 3 | 1 | 8.50 | (0.75) |
| | February 2011 | 37 | 3 | 12 | 10.26 | 0 | 1 | 0 | 0.00 | 0.00 |
| OP-15A  Interval for Pending Orders Delayed Past Due Date Unbundled Loop Analog  Parity | January 2012 | 4960 | 99 | 50 | 49.43 | 5221 | 96 | 54 | -0.70 | (1.42) |
| | December 2011 | 3544 | 76 | 47 | 43.23 | 4039 | 96 | 42 | 0.88 | (0.53) |
| | November 2011 | 3144 | 60 | 52 | 28 | 3186 | 80 | 40 | 2.86 | 0.53 |
| | October 2011 | 1941 | 54 | 36 | 26.12 | 2925 | 99 | 30 | 1.47 | (0.23) |
| | September 2011 | 1187 | 51 | 23 | 30.08 | 1826 | 109 | 17 | 1.77 | (0.01) |
| | August 2011 | 593 | 14 | 42 | 33.02 | 1246 | 47 | 27 | 1.42 | (0.23) |
| | July 2011 | 464 | 18 | 26 | 21.95 | 1063 | 46 | 23 | 0.32 | (0.80) |
| | June 2011 | 307 | 27 | 11 | 11.86 | 700 | 35 | 20 | -1.28 | (1.78) |
| | May 2011 | 141 | 21 | 7 | 4.76 | 789 | 35 | 23 | -2.30 | (2.40) |
| | April 2011 | 8 | 6 | 1 | 2.8 | 734 | 32 | 23 | -1.42 | (1.86) |
| | March 2011 | 12 | 3 | 4 | 0 | 1113 | 38 | 29 | -1.00 | (1.61) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | January 2012 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 2 | 5 | 0 | 0.4899 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons LIS Trunk  Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Residence  Diagnostic | January 2012 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 1 | 5 | 0 | 0.4 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded  Diagnostic | January 2012 | 20 | 24 | 1 | 0.3727 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 22 | 28 | 1 | 0.4103 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 22 | 30 | 1 | 0.4422 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 22 | 26 | 1 | 0.3608 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 22 | 26 | 1 | 0.3608 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 22 | 24 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 20 | 21 | 1 | 0.213 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 20 | 21 | 1 | 0.213 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 20 | 21 | 1 | 0.213 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 24 | 25 | 1 | 0.196 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 24 | 25 | 1 | 0.196 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 25 | 26 | 1 | 0.1923 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified  Diagnostic | January 2012 | 23 | 25 | 1 | 0.2713 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 22 | 24 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 22 | 24 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 23 | 25 | 1 | 0.2713 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 23 | 25 | 1 | 0.2713 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 23 | 23 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 22 | 24 | 1 | 0.2764 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 24 | 24 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 19 | 20 | 1 | 0.2179 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 21 | 21 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 19 | 24 | 1 | 0.4061 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 22 | 23 | 1 | 0.2039 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable  Diagnostic | January 2012 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 1 | 4 | 0 | 0.433 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | February 2011 | 1 | 3 | 0 | 0.4714 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B  Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog  Diagnostic | January 2012 | 42 | 99 | 0 | 0.49 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 21 | 76 | 0 | 0.45 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 13 | 60 | 0 | 0.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 11 | 54 | 0 | 0.40 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 13 | 51 | 0 | 0.44 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 8 | 14 | 1 | 0.49 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 10 | 18 | 1 | 0.50 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 11 | 27 | 0 | 0.49 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 8 | 21 | 0 | 0.49 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 3 | 6 | 1 | 0.50 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 3 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-17A  Timeliness of Disconnects associated with LNP Orders LNP Benchmark  0.9825 | January 2012 | 5112 | 5112 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | December 2011 | 12854 | 12854 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | November 2011 | 4922 | 4922 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | October 2011 | 6946 | 6946 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | September 2011 | 5890 | 5890 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | August 2011 | 6051 | 6051 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | July 2011 | 6739 | 6739 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | June 2011 | 7347 | 7347 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | May 2011 | 5266 | 5266 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | April 2011 | 5095 | 5095 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | March 2011 | 6190 | 6190 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.05) |
| | February 2011 | 5643 | 5647 | 100% | 0.0266 | 0 | 0 | 0% | 0.00 | (0.05) |
| OP-17B  Timeliness of Disconnects associated with LNP Orders LNP  Diagnostic | January 2012 | 5112 | 5112 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 12854 | 12854 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 4922 | 4922 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 6946 | 6946 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 5890 | 5890 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 6051 | 6051 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 6739 | 6739 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 7347 | 7347 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 5266 | 5266 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 5095 | 5095 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 6190 | 6190 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 5647 | 5647 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-2  Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity | January 2012 | 4481 | 4563 | 98% | 0.1328 | 579099 | 858741 | 67% | 0.00 | 0.00 |
| | December 2011 | 4530 | 4668 | 97% | 0.1694 | 748381 | 801778 | 93% | 0.00 | 0.00 |
| | November 2011 | 5017 | 5192 | 97% | 0.1805 | 729223 | 942222 | 77% | 0.00 | 0.00 |
| | October 2011 | 4945 | 5466 | 90% | 0.2937 | 633807 | 972047 | 65% | 0.00 | 0.00 |
| | September 2011 | 5017 | 5192 | 97% | 0.1805 | 651393 | 1014498 | 64% | 0.00 | 0.00 |
| | August 2011 | 5396 | 5731 | 94% | 0.2346 | 823860 | 1249573 | 66% | 0.00 | 0.00 |
| | July 2011 | 4688 | 4889 | 96% | 0.1986 | 786550 | 1036343 | 76% | 0.00 | 0.00 |
| | June 2011 | 5180 | 5325 | 97% | 0.1628 | 852202 | 1102221 | 77% | 0.00 | 0.00 |
| | May 2011 | 4944 | 5019 | 99% | 0.1213 | 805694 | 1046270 | 77% | 0.00 | 0.00 |
| | April 2011 | 4530 | 4936 | 92% | 0.2747 | 836027 | 1019406 | 82% | 0.00 | 0.00 |
| | March 2011 | 4962 | 5561 | 89% | 0.31 | 869559 | 1219602 | 71% | 0.00 | 0.00 |
| | February 2011 | 4351 | 4628 | 94% | 0.2372 | 744650 | 1069378 | 70% | 0.00 | 0.00 |
| OP-3A  Installation Commitments Met Business  Parity | January 2012 | 4 | 4 | 100% | 0 | 655 | 685 | 96% | -0.43 | (1.26) |
| | December 2011 | 1 | 1 | 100% | 0 | 743 | 764 | 97% | -0.17 | (1.10) |
| | November 2011 | 3 | 3 | 100% | 0 | 779 | 809 | 96% | -0.34 | (1.21) |
| | October 2011 | 2 | 2 | 100% | 0 | 852 | 885 | 96% | -0.28 | (1.17) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 872 | 898 | 97% | -0.17 | (1.10) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 983 | 1024 | 96% | -0.20 | (1.12) |
| | May 2011 | 2 | 2 | 100% | 0 | 902 | 920 | 98% | -0.20 | (1.12) |
| | April 2011 | 1 | 1 | 100% | 0 | 898 | 920 | 98% | -0.16 | (1.10) |
| | March 2011 | 1 | 1 | 100% | 0 | 1009 | 1031 | 98% | -0.15 | (1.09) |
| | February 2011 | 9 | 11 | 82% | 0.3857 | 875 | 910 | 96% | 2.46 | (0.10) |
| OP-3A  Installation Commitments Met Line Splitting Benchmark  0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3A  Installation Commitments Met Residence  Parity | January 2012 | 8 | 8 | 100% | 0 | 1695 | 1759 | 96% | -0.55 | (1.33) |
| | December 2011 | 3 | 5 | 60% | 0.4899 | 1892 | 1958 | 97% | 4.53 | 0.39 |
| | November 2011 | 25 | 25 | 100% | 0 | 2169 | 2240 | 97% | -0.90 | (1.55) |
| | October 2011 | 13 | 13 | 100% | 0 | 3569 | 3653 | 98% | -0.55 | (1.34) |
| | September 2011 | 24 | 26 | 92% | 0.2665 | 3300 | 3377 | 98% | 1.84 | (0.29) |
| | August 2011 | 34 | 34 | 100% | 0 | 3662 | 3743 | 98% | -0.86 | (1.52) |
| | July 2011 | 26 | 26 | 100% | 0 | 3241 | 3292 | 98% | -0.64 | (1.39) |
| | June 2011 | 30 | 31 | 97% | 0.1767 | 3435 | 3484 | 99% | 0.86 | (0.78) |
| | May 2011 | 15 | 15 | 100% | 0 | 2986 | 3035 | 98% | -0.49 | (1.30) |
| | April 2011 | 11 | 11 | 100% | 0 | 3187 | 3239 | 98% | -0.42 | (1.26) |
| | March 2011 | 14 | 15 | 93% | 0.2494 | 3478 | 3536 | 98% | 1.53 | (0.54) |
| | February 2011 | 15 | 16 | 94% | 0.2421 | 3251 | 3311 | 98% | 1.33 | (0.60) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| OP-3A  Installation Commitments Met UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 4126 | 4221 | 98% | -0.15 | (1.09) |
| OP-3B  Installation Commitments Met Business  Parity | January 2012 | 1 | 1 | 100% | 0 | 102 | 105 | 97% | -0.17 | (1.10) |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 140 | 144 | 97% | -0.17 | (1.10) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3B  Installation Commitments Met Residence  Parity | January 2012 | 5 | 5 | 100% | 0 | 460 | 473 | 97% | -0.37 | (1.23) |
| | December 2011 | 2 | 2 | 100% | 0 | 447 | 455 | 98% | -0.19 | (1.11) |
| | November 2011 | 7 | 7 | 100% | 0 | 521 | 533 | 98% | -0.40 | (1.24) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 3 | 3 | 100% | 0 | 544 | 552 | 99% | -0.21 | (1.13) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 4 | 4 | 100% | 0 | 560 | 571 | 98% | -0.28 | (1.17) |
| | June 2011 | 6 | 6 | 100% | 0 | 559 | 570 | 98% | -0.34 | (1.21) |
| | May 2011 | 1 | 1 | 100% | 0 | 574 | 584 | 98% | -0.13 | (1.08) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 596 | 603 | 99% | -0.11 | (1.07) |
| | February 2011 | 1 | 1 | 100% | 0 | 525 | 532 | 99% | -0.12 | (1.07) |
| OP-3C  Installation Commitments Met Business  Parity | January 2012 | 6 | 6 | 100% | 0 | 210 | 211 | 100% | -0.17 | (1.10) |
| | December 2011 | 3 | 3 | 100% | 0 | 197 | 201 | 98% | -0.24 | (1.15) |
| | November 2011 | 11 | 11 | 100% | 0 | 259 | 259 | 100% | 0.00 | 0.00 |
| | October 2011 | 4 | 4 | 100% | 0 | 404 | 406 | 100% | -0.14 | (1.09) |
| | September 2011 | 4 | 4 | 100% | 0 | 310 | 312 | 99% | -0.16 | (1.10) |
| | August 2011 | 8 | 8 | 100% | 0 | 310 | 311 | 100% | -0.16 | (1.10) |
| | July 2011 | 12 | 12 | 100% | 0 | 313 | 315 | 99% | -0.27 | (1.17) |
| | June 2011 | 3 | 3 | 100% | 0 | 354 | 356 | 99% | -0.13 | (1.08) |
| | May 2011 | 4 | 4 | 100% | 0 | 352 | 354 | 99% | -0.15 | (1.09) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 7 | 7 | 100% | 0 | 404 | 406 | 100% | -0.18 | (1.11) |
| | February 2011 | 4 | 4 | 100% | 0 | 374 | 376 | 99% | -0.15 | (1.09) |
| OP-3C  Installation Commitments Met Line Splitting  Benchmark  0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| OP-3C  Installation Commitments Met Residence  Parity | January 2012 | 23 | 23 | 100% | 0 | 3428 | 3433 | 100% | -0.18 | (1.11) |
| | December 2011 | 17 | 17 | 100% | 0 | 3586 | 3589 | 100% | -0.12 | (1.07) |
| | November 2011 | 22 | 22 | 100% | 0 | 4029 | 4037 | 100% | -0.21 | (1.13) |
| | October 2011 | 40 | 40 | 100% | 0 | 4460 | 4464 | 100% | -0.19 | (1.11) |
| | September 2011 | 32 | 32 | 100% | 0 | 4016 | 4022 | 100% | -0.22 | (1.13) |
| | August 2011 | 23 | 23 | 100% | 0 | 4547 | 4558 | 100% | -0.24 | (1.14) |
| | July 2011 | 13 | 13 | 100% | 0 | 4096 | 4105 | 100% | -0.17 | (1.10) |
| | June 2011 | 2 | 2 | 100% | 0 | 4401 | 4405 | 100% | -0.04 | (1.03) |
| | May 2011 | 1 | 1 | 100% | 0 | 4282 | 4291 | 100% | -0.05 | (1.03) |
| | April 2011 | 3 | 3 | 100% | 0 | 4577 | 4579 | 100% | -0.04 | (1.02) |
| | March 2011 | 4 | 4 | 100% | 0 | 4906 | 4918 | 100% | -0.10 | (1.06) |
| | February 2011 | 75 | 75 | 100% | 0 | 4552 | 4561 | 100% | -0.38 | (1.23) |
| OP-3C  Installation Commitments Met UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 5310 | 5324 | 100% | -0.05 | (1.03) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Basic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Rate ISDN  Parity | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 6 | 7 | 86% | -0.51 | (1.31) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 5 | 6 | 83% | -0.41 | (1.25) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Dark Fiber - IOF  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Enhanced Extended Loops - DS0 Capable Benchmark  0.9 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 8 | 10 | 80% | 0.4 | 0 | 0 | 0% | 0.00 | 0.33 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark  0.9 | January 2012 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 22 | 22 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 43 | 43 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 18 | 18 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 9 | 10 | 90% | 0.3 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 16 | 16 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 36 | 37 | 97% | 0.1622 | 0 | 0 | 0% | 0.00 | (0.24) |
| | February 2011 | 40 | 41 | 98% | 0.1543 | 0 | 0 | 0% | 0.00 | (0.25) |
| OP-3D  Installation Commitments Met Enhanced Extended Loops - DS3 Capable Benchmark  0.9 | January 2012 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 3.00 |
| | July 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met LIS Trunk  Parity | January 2012 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 7 | 7 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| | November 2011 | 8 | 8 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | October 2011 | 2 | 2 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | September 2011 | 12 | 14 | 86% | 0.3499 | 2 | 2 | 100% | 0.00 | (1.43) |
| | August 2011 | 13 | 15 | 87% | 0.3399 | 3 | 3 | 100% | 0.00 | (1.30) |
| | July 2011 | 20 | 21 | 95% | 0.213 | 2 | 2 | 100% | 0.00 | (1.83) |
| | June 2011 | 38 | 38 | 100% | 0 | 7 | 8 | 88% | -0.97 | (1.59) |
| | May 2011 | 9 | 9 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 18 | 18 | 100% | 0 | 2 | 2 | 100% | 0.00 | 0.00 |
| | March 2011 | 11 | 11 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | February 2011 | 14 | 15 | 93% | 0.2494 | 3 | 3 | 100% | 0.00 | (1.59) |
| OP-3D  Installation Commitments Met PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met UDIT Above DS1 Level  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 3 | 3 | 100% | 0 | 5 | 6 | 83% | -0.63 | (1.38) |
| | September 2011 | 4 | 4 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0 | 12 | 13 | 92% | -0.38 | (1.23) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 12 | 14 | 86% | -0.39 | (1.24) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0 | 13 | 14 | 93% | -0.37 | (1.22) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 4 | 50% | 0.5 | 18 | 19 | 95% | 3.64 | (0.09) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark  0.9 | January 2012 | 115 | 115 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 144 | 144 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 173 | 173 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 171 | 173 | 99% | 0.1069 | 0 | 0 | 0% | 0.00 | (0.29) |
| | September 2011 | 148 | 148 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 182 | 183 | 99% | 0.0737 | 0 | 0 | 0% | 0.00 | (0.32) |
| | July 2011 | 170 | 170 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 124 | 125 | 99% | 0.0891 | 0 | 0 | 0% | 0.00 | (0.31) |
| | May 2011 | 149 | 153 | 97% | 0.1596 | 0 | 0 | 0% | 0.00 | (0.25) |
| | April 2011 | 259 | 260 | 100% | 0.0619 | 0 | 0 | 0% | 0.00 | (0.32) |
| | March 2011 | 346 | 347 | 100% | 0.0536 | 0 | 0 | 0% | 0.00 | (0.32) |
| | February 2011 | 276 | 284 | 97% | 0.1655 | 0 | 0 | 0% | 0.00 | (0.24) |
| OP-3D  Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark  0.9 | January 2012 | 17 | 21 | 81% | 0.3927 | 0 | 0 | 0% | 0.00 | 0.30 |
| | December 2011 | 31 | 31 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 19 | 20 | 95% | 0.2179 | 0 | 0 | 0% | 0.00 | (0.17) |
| | October 2011 | 42 | 42 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 16 | 17 | 94% | 0.2353 | 0 | 0 | 0% | 0.00 | (0.14) |
| | August 2011 | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 25 | 25 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 23 | 29 | 79% | 0.4051 | 0 | 0 | 0% | 0.00 | 0.36 |
| | May 2011 | 17 | 19 | 89% | 0.3069 | 0 | 0 | 0% | 0.00 | 0.02 |
| | April 2011 | 127 | 135 | 94% | 0.2361 | 0 | 0 | 0% | 0.00 | (0.14) |
| | March 2011 | 194 | 207 | 94% | 0.2426 | 0 | 0 | 0% | 0.00 | (0.12) |
| | February 2011 | 190 | 192 | 99% | 0.1015 | 0 | 0 | 0% | 0.00 | (0.30) |
| OP-3D  Installation Commitments Met Unbundled Loop - DS1 Capable  Parity | January 2012 | 134 | 142 | 94% | 0.2306 | 6 | 7 | 86% | -0.64 | (1.39) |
| | December 2011 | 134 | 145 | 92% | 0.2648 | 15 | 17 | 88% | -0.51 | (1.31) |
| | November 2011 | 163 | 164 | 99% | 0.0778 | 16 | 17 | 94% | -0.88 | (1.53) |
| | October 2011 | 87 | 87 | 100% | 0 | 13 | 14 | 93% | -0.96 | (1.59) |
| | September 2011 | 106 | 112 | 95% | 0.2252 | 19 | 22 | 86% | -1.03 | (1.63) |
| | August 2011 | 130 | 134 | 97% | 0.1702 | 37 | 39 | 95% | -0.53 | (1.32) |
| | July 2011 | 107 | 116 | 92% | 0.2675 | 17 | 20 | 85% | -0.84 | (1.51) |
| | June 2011 | 132 | 136 | 97% | 0.169 | 49 | 51 | 96% | -0.31 | (1.19) |
| | May 2011 | 165 | 171 | 96% | 0.184 | 18 | 19 | 95% | -0.32 | (1.20) |
| | April 2011 | 139 | 141 | 99% | 0.1183 | 37 | 39 | 95% | -0.93 | (1.57) |
| | March 2011 | 151 | 152 | 99% | 0.0808 | 27 | 27 | 100% | 0.00 | (1.63) |
| | February 2011 | 96 | 108 | 89% | 0.3143 | 30 | 32 | 94% | 1.00 | (0.74) |
| OP-3D  Installation Commitments Met Unbundled Loop - DS3 Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| OP-3D  Installation Commitments Met Unbundled Loop - XDSLi  Benchmark  0.9 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| OP-3D  Installation Commitments Met Unbundled Loop Analog  Benchmark  0.9 | January 2012 | 651 | 692 | 94% | 0.2361 | 0 | 0 | 0% | 0.00 | (0.14) |
| | December 2011 | 650 | 662 | 98% | 0.1334 | 0 | 0 | 0% | 0.00 | (0.27) |
| | November 2011 | 588 | 604 | 97% | 0.1606 | 0 | 0 | 0% | 0.00 | (0.25) |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 583 | 604 | 97% | 0.1832 | 0 | 0 | 0 | 0% | 0.00 | (0.22) |
| | September 2011 | 753 | 775 | 97% | 0.1661 | 0 | 0 | 0 | 0% | 0.00 | (0.24) |
| | August 2011 | 771 | 793 | 97% | 0.1642 | 0 | 0 | 0 | 0% | 0.00 | (0.24) |
| | July 2011 | 831 | 858 | 97% | 0.1746 | 0 | 0 | 0 | 0% | 0.00 | (0.23) |
| | June 2011 | 1080 | 1112 | 97% | 0.1672 | 0 | 0 | 0 | 0% | 0.00 | (0.24) |
| | May 2011 | 1055 | 1069 | 99% | 0.1137 | 0 | 0 | 0 | 0% | 0.00 | (0.29) |
| | April 2011 | 836 | 862 | 97% | 0.171 | 0 | 0 | 0 | 0% | 0.00 | (0.23) |
| | March 2011 | 669 | 679 | 99% | 0.1205 | 0 | 0 | 0 | 0% | 0.00 | (0.28) |
| | February 2011 | 493 | 505 | 98% | 0.1523 | 0 | 0 | 0 | 0% | 0.00 | (0.25) |
| OP-3D   Installation Commitments Met Unbundled Loop Conditioned  Benchmark 0.9 | January 2012 | 15 | 18 | 83% | 0.3727 | 0 | 0 | 0 | 0% | 0.00 | 0.22 |
| | December 2011 | 3 | 5 | 60% | 0.4899 | 0 | 0 | 0 | 0% | 0.00 | 1.00 |
| | November 2011 | 12 | 15 | 80% | 0.4 | 0 | 0 | 0 | 0% | 0.00 | 0.33 |
| | October 2011 | 9 | 10 | 90% | 0.3 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 8 | 25% | 0.433 | 0 | 0 | 0 | 0% | 0.00 | 2.17 |
| | August 2011 | 10 | 15 | 67% | 0.4714 | 0 | 0 | 0 | 0% | 0.00 | 0.78 |
| | July 2011 | 9 | 20 | 45% | 0.4975 | 0 | 0 | 0 | 0% | 0.00 | 1.50 |
| | June 2011 | 13 | 21 | 62% | 0.4856 | 0 | 0 | 0 | 0% | 0.00 | 0.94 |
| | May 2011 | 5 | 6 | 83% | 0.3727 | 0 | 0 | 0 | 0% | 0.00 | 0.22 |
| | April 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 3.00 |
| | February 2011 | 2 | 3 | 67% | 0.4714 | 0 | 0 | 0 | 0% | 0.00 | 0.78 |
| OP-3D   Installation Commitments Met Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 10 | 10 | | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 9 | 10 | | 90% | -0.32 | (1.19) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 5 | 5 | | 100% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met Basic Rate ISDN  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 6 | 6 | | 100% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 2 | 3 | | 67% | -0.61 | (1.37) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met E911 Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0 | 9 | 9 | | 100% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark  0.9 | January 2012 | 44 | 47 | 94% | 0.2444 | 0 | 0 | 0 | 0% | 0.00 | (0.12) |
| | December 2011 | 54 | 56 | 96% | 0.1856 | 0 | 0 | 0 | 0% | 0.00 | (0.21) |
| | November 2011 | 51 | 51 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 58 | 60 | 97% | 0.1795 | 0 | 0 | 0 | 0% | 0.00 | (0.22) |
| | September 2011 | 52 | 53 | 98% | 0.1361 | 0 | 0 | 0 | 0% | 0.00 | (0.27) |
| | August 2011 | 61 | 63 | 97% | 0.1753 | 0 | 0 | 0 | 0% | 0.00 | (0.23) |
| | July 2011 | 52 | 53 | 98% | 0.1361 | 0 | 0 | 0 | 0% | 0.00 | (0.27) |
| | June 2011 | 81 | 85 | 95% | 0.2118 | 0 | 0 | 0 | 0% | 0.00 | (0.18) |
| | May 2011 | 69 | 69 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 68 | 72 | 94% | 0.2291 | 0 | 0 | 0 | 0% | 0.00 | (0.15) |
| | March 2011 | 98 | 102 | 96% | 0.1941 | 0 | 0 | 0 | 0% | 0.00 | (0.20) |
| | February 2011 | 69 | 72 | 96% | 0.1998 | 0 | 0 | 0 | 0% | 0.00 | (0.19) |
| OP-3E   Installation Commitments Met Enhanced Extended Loops - DS3 Capable Benchmark  0.9 | January 2012 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met LIS Trunk  Parity | January 2012 | 2 | 2 | 100% | 0 | 7 | 7 | | 100% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 3 | 3 | | 100% | 0.00 | 0.00 |
| | November 2011 | 4 | 4 | 100% | 0 | 11 | 11 | | 100% | 0.00 | 0.00 |
| | October 2011 | 5 | 5 | 100% | 0 | 17 | 17 | | 100% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 3 | 3 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | August 2011 | 9 | 9 | 100% | 0 | 5 | 5 | 100% | 0.00 | 0.00 |
| | July 2011 | 5 | 5 | 100% | 0 | 4 | 5 | 80% | -0.79 | (1.48) |
| | June 2011 | 14 | 14 | 100% | 0 | 4 | 4 | 100% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 4 | 5 | 80% | -0.46 | (1.28) |
| | April 2011 | 4 | 6 | 67% | 0.4714 | 6 | 6 | 100% | 0.00 | (0.55) |
| | March 2011 | 20 | 20 | 100% | 0 | 11 | 11 | 100% | 0.00 | 0.00 |
| | February 2011 | 8 | 8 | 100% | 0 | 1 | 1 | 100% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0% | 0 | 3 | 3 | 100% | 0.00 | (0.59) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 1 | 2 | 50% | -0.82 | (1.50) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met UDIT Above DS1 Level  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 7 | 7 | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| OP-3E   Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark  0.9 | January 2012 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 12 | 14 | 86% | 0.3499 | 0 | 0 | 0% | 0.00 | 0.14 |
| | October 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 1.33 |
| | September 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 5 | 6 | 83% | 0.3727 | 0 | 0 | 0% | 0.00 | 0.22 |
| OP-3E   Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark  0.9 | January 2012 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 7 | 7 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 16 | 16 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 11 | 11 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| OP-3E   Installation Commitments Met Unbundled Loop - DS1 Capable  Parity | January 2012 | 23 | 23 | 100% | 0 | 10 | 12 | 83% | -1.26 | (1.76) |
| | December 2011 | 22 | 22 | 100% | 0 | 6 | 9 | 67% | -1.79 | (2.09) |
| | November 2011 | 17 | 17 | 100% | 0 | 11 | 22 | 50% | -3.10 | (2.88) |
| | October 2011 | 6 | 7 | 86% | 0.3499 | 13 | 16 | 81% | -0.25 | (1.15) |
| | September 2011 | 8 | 9 | 89% | 0.3143 | 21 | 28 | 75% | -0.84 | (1.51) |
| | August 2011 | 17 | 17 | 100% | 0 | 34 | 37 | 92% | -1.01 | (1.62) |
| | July 2011 | 10 | 10 | 100% | 0 | 14 | 16 | 88% | -0.94 | (1.57) |
| | June 2011 | 12 | 12 | 100% | 0 | 26 | 35 | 74% | -1.76 | (2.07) |
| | May 2011 | 11 | 13 | 85% | 0.3608 | 24 | 34 | 71% | -0.94 | (1.57) |
| | April 2011 | 16 | 16 | 100% | 0 | 37 | 45 | 82% | -1.60 | (1.97) |
| | March 2011 | 13 | 13 | 100% | 0 | 30 | 43 | 70% | -2.08 | (2.26) |
| | February 2011 | 19 | 19 | 100% | 0 | 18 | 27 | 67% | -2.36 | (2.44) |
| OP-3E   Installation Commitments Met Unbundled Loop Analog  Benchmark  0.9 | January 2012 | 75 | 78 | 96% | 0.1923 | 0 | 0 | 0% | 0.00 | (0.21) |
| | December 2011 | 64 | 64 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 28 | 28 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 35 | 37 | 95% | 0.2261 | 0 | 0 | 0% | 0.00 | (0.15) |
| | September 2011 | 71 | 79 | 90% | 0.3017 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 72 | 72 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 63 | 63 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 118 | 118 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 121 | 121 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 81 | 83 | 98% | 0.1533 | 0 | 0 | 0% | 0.00 | (0.25) |
| | March 2011 | 74 | 75 | 99% | 0.1147 | 0 | 0 | 0% | 0.00 | (0.29) |
| | February 2011 | 49 | 50 | 98% | 0.14 | 0 | 0 | 0% | 0.00 | (0.27) |
| OP-3E   Installation Commitments Met Unbundled Loop Conditioned  Benchmark 0.9 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 7 | 7 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 1.33 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 3.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-3E  Installation Commitments Met Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 2 | 3 | 67% | -0.61 | (1.37) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-4A  Installation Interval Business  Parity | January 2012 | 14 | 4 | 4 | 1.73 | 3379 | 642 | 5 | -0.71 | (1.43) |
| | December 2011 | 3 | 1 | 3 | 0 | 3796 | 729 | 5 | -0.47 | (1.28) |
| | November 2011 | 12 | 3 | 4 | 2.65 | 3960 | 778 | 5 | -0.38 | (1.23) |
| | October 2011 | 5 | 2 | 3 | 0.71 | 4364 | 860 | 5 | -0.77 | (1.47) |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 2 | 1 | 2 | 0 | 2435 | 573 | 4 | -0.41 | (1.25) |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 3 | 1 | 3 | 0 | 1977 | 560 | 4 | -0.12 | (1.07) |
| | May 2011 | 4 | 2 | 2 | 0 | 1828 | 509 | 4 | -0.39 | (1.24) |
| | April 2011 | 3 | 1 | 3 | 0 | 1778 | 488 | 4 | -0.13 | (1.08) |
| | March 2011 | 2 | 1 | 2 | 0 | 2048 | 549 | 4 | -0.55 | (1.34) |
| | February 2011 | 45 | 4 | 11 | 8.73 | 1962 | 490 | 4 | 2.85 | 0.39 |
| OP-4A  Installation Interval Line Splitting Benchmark  3.3 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
| | April 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4A  Installation Interval Residence Parity | January 2012 | 18 | 5 | 4 | 1.52 | 5794 | 1692 | 3 | 0.15 | (0.70) |
| | December 2011 | 27 | 5 | 5 | 3.36 | 5721 | 1870 | 3 | 2.04 | (0.02) |
| | November 2011 | 75 | 21 | 4 | 1.12 | 6901 | 2162 | 3 | 0.57 | (0.47) |
| | October 2011 | 42 | 8 | 5 | 1.67 | 15961 | 3556 | 4 | 0.65 | (0.51) |
| | September 2011 | 126 | 23 | 5 | 1.24 | 15628 | 3268 | 5 | 0.87 | (0.42) |
| | August 2011 | 93 | 19 | 5 | 1.59 | 9925 | 2679 | 4 | 1.81 | (0.04) |
| | July 2011 | 19 | 6 | 3 | 0.41 | 7020 | 2230 | 3 | 0.02 | (0.86) |
| | June 2011 | 61 | 16 | 4 | 1.42 | 7442 | 2275 | 3 | 0.99 | (0.35) |
| | May 2011 | 52 | 11 | 5 | 1.49 | 6236 | 1886 | 3 | 1.50 | 0.12 |
| | April 2011 | 9 | 3 | 3 | 0 | 7074 | 2110 | 3 | -0.22 | (1.13) |
| | March 2011 | 47 | 11 | 4 | 1.56 | 8280 | 2338 | 4 | 0.90 | (0.32) |
| | February 2011 | 75 | 13 | 6 | 0.83 | 11014 | 2463 | 4 | 1.16 | (0.02) |
| OP-4A  Installation Interval UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 2 | 1 | 2 | 0 | 12976 | 2953 | 4 | -0.57 | (1.35) |
| OP-4B  Installation Interval Business  Parity | January 2012 | 1 | 1 | 1 | 0 | 556 | 105 | 5 | -0.74 | (1.45) |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 2 | 1 | 2 | 0 | 271 | 77 | 4 | -0.41 | (1.25) |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4B  Installation Interval Residence Parity | January 2012 | 26 | 4 | 7 | 1.29 | 1837 | 463 | 4 | 1.78 | (0.08) |
| | December 2011 | 16 | 2 | 8 | 1.41 | 1673 | 438 | 4 | 1.66 | (0.01) |
| | November 2011 | 36 | 7 | 5 | 2.12 | 1921 | 516 | 4 | 1.35 | (0.29) |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 13 | 2 | 7 | 0.71 | 2305 | 523 | 4 | 0.78 | (0.31) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 6 | 2 | 3 | 0 | 1237 | 423 | 3 | 0.05 | (0.97) |
| | June 2011 | 8 | 2 | 4 | 1.41 | 1364 | 418 | 3 | 0.49 | (0.40) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 6 | 1 | 6 | 0 | 1375 | 451 | 3 | 1.96 | 0.07 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4C   Installation Interval Business  Parity | January 2012 | 2 | 2 | 1 | 0 | 180 | 111 | 2 | -0.83 | (1.51) |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 1 | 0 | 195 | 138 | 1 | -0.31 | (1.19) |
| | October 2011 | 1 | 1 | 1 | 0 | 242 | 186 | 1 | -0.33 | (1.20) |
| | September 2011 | 2 | 2 | 1 | 0 | 219 | 144 | 2 | -0.52 | (1.31) |
| | August 2011 | 2 | 2 | 1 | 0 | 218 | 135 | 2 | -0.70 | (1.43) |
| | July 2011 | 4 | 4 | 1 | 0 | 186 | 133 | 1 | -0.71 | (1.43) |
| | June 2011 | 3 | 3 | 1 | 0 | 189 | 132 | 1 | -0.69 | (1.42) |
| | May 2011 | 2 | 3 | 1 | 0.58 | 191 | 122 | 2 | -0.86 | (1.52) |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 4 | 5 | 1 | 0.45 | 229 | 160 | 1 | -1.41 | (1.86) |
| | February 2011 | 2 | 2 | 1 | 0 | 226 | 197 | 1 | -0.23 | (1.14) |
| OP-4C   Installation Interval Line Splitting Benchmark  3.3 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 5 | 2 | 3 | 0.71 | 0 | 0 | 0 | 0.00 | (0.73) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
| | March 2011 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (0.27) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4C   Installation Interval Residence Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 1 | 0 | 0 | 2142 | 1986 | 1 | -2.01 | (2.22) |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 12 | 27 | 0 | 0.51 | 2681 | 2333 | 1 | -6.55 | (4.98) |
| OP-4C   Installation Interval UNE - P (POTS) Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 1 | 0 | 2994 | 2655 | 1 | -0.24 | (1.15) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval Basic Rate ISDN  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 3 | 1 | 3 | 0 | 18 | 4 | 5 | -1.34 | (1.82) |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 3 | 1 | 3 | 0 | 33 | 5 | 7 | -0.90 | (1.55) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval Dark Fiber - IOF Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 38 | 2 | 19 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval E911  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 12 | 1 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval Enhanced Extended Loops - DS0 Capable  Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 8 | 2 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 15 | 3 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 22 | 4 | 6 | 1 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval Enhanced Extended Loops - DS1 Capable  Benchmark 6 | January 2012 | 36 | 8 | 5 | 0.93 | 0 | 0 | 0 | 0.00 | (0.75) |
| | December 2011 | 64 | 14 | 5 | 0.94 | 0 | 0 | 0 | 0.00 | (0.71) |
| | November 2011 | 187 | 44 | 4 | 1.14 | 0 | 0 | 0 | 0.00 | (0.88) |
| | October 2011 | 52 | 11 | 5 | 0.65 | 0 | 0 | 0 | 0.00 | (0.64) |
| | September 2011 | 28 | 6 | 5 | 0.52 | 0 | 0 | 0 | 0.00 | (0.67) |
| | August 2011 | 80 | 17 | 5 | 0.59 | 0 | 0 | 0 | 0.00 | (0.65) |
| | July 2011 | 31 | 6 | 5 | 0.41 | 0 | 0 | 0 | 0.00 | (0.42) |
| | June 2011 | 10 | 2 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
| | May 2011 | 49 | 10 | 5 | 1.29 | 0 | 0 | 0 | 0.00 | (0.55) |
| | April 2011 | 32 | 7 | 5 | 0.79 | 0 | 0 | 0 | 0.00 | (0.71) |
| | March 2011 | 114 | 24 | 5 | 0.68 | 0 | 0 | 0 | 0.00 | (0.63) |
| | February 2011 | 87 | 20 | 4 | 1.04 | 0 | 0 | 0 | 0.00 | (0.83) |
| OP-4D   Installation Interval LIS  Trunk  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 21 | 1 | 21 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 41 | 3 | 14 | 6.66 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval PBX  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 1 | 0 | 8 | 1 | 8 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval UDIT DS1 Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 28 | 4 | 7 | 2.31 | 88 | 12 | 7 | -0.22 | (1.13) |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4D   Installation Interval Unbundled Loop - 2 Wire Non-Loaded  Benchmark  6 | January 2012 | 183 | 67 | 3 | 0.71 | 0 | 0 | 0 | 0.00 | (1.63) |
| | December 2011 | 244 | 102 | 2 | 0.55 | 0 | 0 | 0 | 0.00 | (1.80) |
| | November 2011 | 254 | 103 | 2 | 0.62 | 0 | 0 | 0 | 0.00 | (1.77) |
| | October 2011 | 320 | 124 | 3 | 0.61 | 0 | 0 | 0 | 0.00 | (1.71) |
| | September 2011 | 177 | 61 | 3 | 0.3 | 0 | 0 | 0 | 0.00 | (1.55) |
| | August 2011 | 394 | 145 | 3 | 0.66 | 0 | 0 | 0 | 0.00 | (1.64) |
| | July 2011 | 308 | 123 | 3 | 0.58 | 0 | 0 | 0 | 0.00 | (1.75) |
| | June 2011 | 234 | 87 | 3 | 0.7 | 0 | 0 | 0 | 0.00 | (1.66) |
| | May 2011 | 182 | 66 | 3 | 1.1 | 0 | 0 | 0 | 0.00 | (1.62) |
| | April 2011 | 349 | 139 | 3 | 0.66 | 0 | 0 | 0 | 0.00 | (1.74) |
| | March 2011 | 542 | 214 | 3 | 0.67 | 0 | 0 | 0 | 0.00 | (1.73) |
| | February 2011 | 333 | 146 | 2 | 0.67 | 0 | 0 | 0 | 0.00 | (1.86) |
| OP-4D   Installation Interval Unbundled Loop - ADSL Qualified  Benchmark  6 | January 2012 | 58 | 19 | 3 | 0.62 | 0 | 0 | 0 | 0.00 | (1.47) |
| | December 2011 | 58 | 21 | 3 | 0.44 | 0 | 0 | 0 | 0.00 | (1.62) |
| | November 2011 | 56 | 19 | 3 | 0.78 | 0 | 0 | 0 | 0.00 | (1.53) |
| | October 2011 | 80 | 27 | 3 | 0.19 | 0 | 0 | 0 | 0.00 | (1.52) |
| | September 2011 | 26 | 9 | 3 | 0.33 | 0 | 0 | 0 | 0.00 | (1.56) |
| | August 2011 | 17 | 6 | 3 | 0.41 | 0 | 0 | 0 | 0.00 | (1.58) |
| | July 2011 | 27 | 11 | 2 | 0.69 | 0 | 0 | 0 | 0.00 | (1.77) |
| | June 2011 | 83 | 14 | 6 | 7.92 | 0 | 0 | 0 | 0.00 | (0.04) |

| Measure | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 76 | 16 | 5 | 5.6 | 0 | 0 | 0 | 0.00 | (0.63) |
| | April 2011 | 199 | 67 | 3 | 0.63 | 0 | 0 | 0 | 0.00 | (1.51) |
| | March 2011 | 406 | 132 | 3 | 0.6 | 0 | 0 | 0 | 0.00 | (1.46) |
| | February 2011 | 276 | 92 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| OP-4D  Installation Interval Unbundled Loop - DS1 Capable  Benchmark 5.5 | January 2012 | 427 | 105 | 4 | 1.46 | 0 | 0 | 0 | 0.00 | (0.78) |
| | December 2011 | 502 | 118 | 4 | 1.23 | 0 | 0 | 0 | 0.00 | (0.68) |
| | November 2011 | 489 | 127 | 4 | 1.39 | 0 | 0 | 0 | 0.00 | (0.90) |
| | October 2011 | 243 | 67 | 4 | 1.34 | 0 | 0 | 0 | 0.00 | (1.02) |
| | September 2011 | 366 | 77 | 5 | 0.91 | 0 | 0 | 0 | 0.00 | (0.41) |
| | August 2011 | 399 | 85 | 5 | 0.98 | 0 | 0 | 0 | 0.00 | (0.44) |
| | July 2011 | 455 | 101 | 5 | 1.22 | 0 | 0 | 0 | 0.00 | (0.54) |
| | June 2011 | 415 | 96 | 4 | 1.18 | 0 | 0 | 0 | 0.00 | (0.64) |
| | May 2011 | 428 | 104 | 4 | 1.52 | 0 | 0 | 0 | 0.00 | (0.76) |
| | April 2011 | 387 | 88 | 4 | 0.94 | 0 | 0 | 0 | 0.00 | (0.60) |
| | March 2011 | 487 | 109 | 4 | 1.86 | 0 | 0 | 0 | 0.00 | (0.56) |
| | February 2011 | 335 | 71 | 5 | 2.84 | 0 | 0 | 0 | 0.00 | (0.43) |
| OP-4D  Installation Interval Unbundled Loop - DS3 Capable  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 6 | 1 | 6 | 0 | 36 | 4 | 9 | 0.00 | 0.00 |
| OP-4D  Installation Interval Unbundled Loop - XDSLi  Benchmark 6 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0.00 | (2.00) |
| | July 2011 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
| | June 2011 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | (1.00) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | (1.00) |
| | March 2011 | 10 | 2 | 5 | 0 | 0 | 0 | 0 | 0.00 | (0.50) |
| | February 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | (2.50) |
| OP-4D  Installation Interval Unbundled Loop Analog  Benchmark 6 | January 2012 | 2433 | 612 | 4 | 1.39 | 0 | 0 | 0 | 0.00 | (1.01) |
| | December 2011 | 2626 | 605 | 4 | 3.92 | 0 | 0 | 0 | 0.00 | (0.83) |
| | November 2011 | 2472 | 574 | 4 | 2.6 | 0 | 0 | 0 | 0.00 | (0.85) |
| | October 2011 | 2003 | 497 | 4 | 1.3 | 0 | 0 | 0 | 0.00 | (0.98) |
| | September 2011 | 2710 | 620 | 4 | 1.36 | 0 | 0 | 0 | 0.00 | (0.81) |
| | August 2011 | 2710 | 632 | 4 | 1.34 | 0 | 0 | 0 | 0.00 | (0.86) |
| | July 2011 | 2840 | 679 | 4 | 1.43 | 0 | 0 | 0 | 0.00 | (0.91) |
| | June 2011 | 3466 | 799 | 4 | 1.42 | 0 | 0 | 0 | 0.00 | (0.83) |
| | May 2011 | 3460 | 812 | 4 | 1.41 | 0 | 0 | 0 | 0.00 | (0.87) |
| | April 2011 | 2734 | 633 | 4 | 1.36 | 0 | 0 | 0 | 0.00 | (0.84) |
| | March 2011 | 2505 | 509 | 5 | 1 | 0 | 0 | 0 | 0.00 | (0.54) |
| | February 2011 | 2012 | 385 | 5 | 4.41 | 0 | 0 | 0 | 0.00 | (0.39) |
| OP-4D  Installation Interval Unbundled Loop Conditioned  Benchmark 15 | January 2012 | 264 | 18 | 15 | 3.55 | 0 | 0 | 0 | 0.00 | (0.07) |
| | December 2011 | 57 | 5 | 11 | 7.77 | 0 | 0 | 0 | 0.00 | (0.72) |
| | November 2011 | 242 | 15 | 16 | 15.78 | 0 | 0 | 0 | 0.00 | 0.23 |
| | October 2011 | 128 | 10 | 13 | 4.05 | 0 | 0 | 0 | 0.00 | (0.44) |
| | September 2011 | 105 | 8 | 13 | 3.56 | 0 | 0 | 0 | 0.00 | (0.38) |
| | August 2011 | 221 | 13 | 17 | 3.19 | 0 | 0 | 0 | 0.00 | 0.40 |
| | July 2011 | 301 | 20 | 15 | 3.65 | 0 | 0 | 0 | 0.00 | 0.01 |
| | June 2011 | 146 | 15 | 10 | 3.97 | 0 | 0 | 0 | 0.00 | (1.05) |
| | May 2011 | 41 | 4 | 10 | 5.5 | 0 | 0 | 0 | 0.00 | (0.95) |
| | April 2011 | 34 | 6 | 6 | 4.59 | 0 | 0 | 0 | 0.00 | (1.87) |
| | March 2011 | 22 | 3 | 7 | 1.15 | 0 | 0 | 0 | 0.00 | (1.53) |
| | February 2011 | 9 | 1 | 9 | 0 | 0 | 0 | 0 | 0.00 | (1.20) |
| OP-4D  Installation Interval Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 3 | 1 | 3 | 0 | 41 | 6 | 7 | -0.54 | (1.33) |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 5 | 1 | 5 | 0 | 38 | 9 | 4 | 0.33 | (0.86) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 3 | 1 | 3 | 0 | 17 | 4 | 4 | -0.54 | (1.33) |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E  Installation Interval Basic Rate ISDN Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 15 | 1 | 15 | 0 | 3 | 1 | 3 | 0.00 | 0.00 |
| | July 2011 | 10 | 1 | 10 | 0 | 23 | 2 | 12 | -0.19 | (1.12) |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E   Installation Interval Enhanced Extended Loops - DS1 Capable  Benchmark 6 | January 2012 | 179 | 37 | 5 | 1.17 | 0 | 0 | 0 | 0.00 | (0.58) |
| | December 2011 | 208 | 46 | 5 | 1.11 | 0 | 0 | 0 | 0.00 | (0.74) |
| | November 2011 | 177 | 41 | 4 | 0.99 | 0 | 0 | 0 | 0.00 | (0.84) |
| | October 2011 | 228 | 50 | 5 | 1.98 | 0 | 0 | 0 | 0.00 | (0.72) |
| | September 2011 | 213 | 47 | 5 | 0.93 | 0 | 0 | 0 | 0.00 | (0.73) |
| | August 2011 | 285 | 60 | 5 | 1.2 | 0 | 0 | 0 | 0.00 | (0.63) |
| | July 2011 | 155 | 35 | 4 | 0.88 | 0 | 0 | 0 | 0.00 | (0.79) |
| | June 2011 | 346 | 79 | 4 | 1.6 | 0 | 0 | 0 | 0.00 | (0.81) |
| | May 2011 | 225 | 51 | 4 | 0.85 | 0 | 0 | 0 | 0.00 | (0.79) |
| | April 2011 | 264 | 56 | 5 | 1.49 | 0 | 0 | 0 | 0.00 | (0.64) |
| | March 2011 | 355 | 83 | 4 | 1.32 | 0 | 0 | 0 | 0.00 | (0.86) |
| | February 2011 | 286 | 66 | 4 | 1.69 | 0 | 0 | 0 | 0.00 | (0.83) |
| OP-4E   Installation Interval Enhanced Extended Loops - DS3 Capable  Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E   Installation Interval LIS Trunk  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 22 | 1 | 22 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E   Installation Interval PBX  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 6 | 1 | 6 | 0 | 15 | 2 | 8 | -0.35 | (1.21) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 5 | 1 | 5 | 0 | 17 | 2 | 9 | -4.04 | (3.46) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E   Installation Interval Unbundled Loop 2 Wire Non-Loaded  Benchmark  6 | January 2012 | 8 | 3 | 3 | 0.58 | 0 | 0 | 0 | 0.00 | (1.67) |
| | December 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | November 2011 | 31 | 9 | 3 | 1.51 | 0 | 0 | 0 | 0.00 | (1.28) |
| | October 2011 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0.00 | (2.00) |
| | September 2011 | 7 | 3 | 2 | 0.58 | 0 | 0 | 0 | 0.00 | (1.83) |
| | August 2011 | 9 | 3 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | July 2011 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | June 2011 | 9 | 3 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | May 2011 | 4 | 2 | 2 | 1.41 | 0 | 0 | 0 | 0.00 | (2.00) |
| | April 2011 | 24 | 8 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | March 2011 | 15 | 5 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | February 2011 | 12 | 5 | 2 | 0.89 | 0 | 0 | 0 | 0.00 | (1.80) |
| OP-4E   Installation Interval Unbundled Loop ADSL Qualified  Benchmark  6 | January 2012 | 6 | 2 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | December 2011 | 12 | 4 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | September 2011 | 5 | 2 | 3 | 0.71 | 0 | 0 | 0 | 0.00 | (1.75) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 12 | 4 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| | May 2011 | 20 | 8 | 3 | 0.53 | 0 | 0 | 0 | 0.00 | (1.75) |
| | April 2011 | 10 | 4 | 3 | 0.58 | 0 | 0 | 0 | 0.00 | (1.75) |
| | March 2011 | 27 | 10 | 3 | 0.67 | 0 | 0 | 0 | 0.00 | (1.65) |
| | February 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | (1.50) |
| OP-4E   Installation Interval Unbundled Loop DS1 Capable  Benchmark  5.5 | January 2012 | 70 | 19 | 4 | 0.89 | 0 | 0 | 0 | 0.00 | (0.99) |
| | December 2011 | 50 | 13 | 4 | 1.57 | 0 | 0 | 0 | 0.00 | (0.90) |
| | November 2011 | 72 | 17 | 4 | 1.15 | 0 | 0 | 0 | 0.00 | (0.69) |
| | October 2011 | 17 | 4 | 4 | 1.5 | 0 | 0 | 0 | 0.00 | (0.68) |
| | September 2011 | 40 | 8 | 5 | 0.53 | 0 | 0 | 0 | 0.00 | (0.27) |
| | August 2011 | 74 | 16 | 5 | 0.62 | 0 | 0 | 0 | 0.00 | (0.48) |
| | July 2011 | 38 | 9 | 4 | 1.3 | 0 | 0 | 0 | 0.00 | (0.70) |
| | June 2011 | 40 | 11 | 4 | 1.43 | 0 | 0 | 0 | 0.00 | (1.02) |
| | May 2011 | 51 | 12 | 4 | 1.36 | 0 | 0 | 0 | 0.00 | (0.68) |
| | April 2011 | 67 | 14 | 5 | 0.43 | 0 | 0 | 0 | 0.00 | (0.39) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 57 | 13 | 4 | 0.77 | 0 | 0 | 0 | 0.00 | (0.61) |
| | February 2011 | 63 | 15 | 4 | 1.08 | 0 | 0 | 0 | 0.00 | (0.71) |
| OP-4E Installation Interval Unbundled Loop Analog Benchmark 6 | January 2012 | 284 | 60 | 5 | 1.65 | 0 | 0 | 0 | 0.00 | (0.63) |
| | December 2011 | 226 | 55 | 4 | 0.88 | 0 | 0 | 0 | 0.00 | (0.95) |
| | November 2011 | 92 | 23 | 4 | 1.13 | 0 | 0 | 0 | 0.00 | (1.00) |
| | October 2011 | 112 | 26 | 4 | 1.12 | 0 | 0 | 0 | 0.00 | (0.85) |
| | September 2011 | 222 | 52 | 4 | 0.74 | 0 | 0 | 0 | 0.00 | (0.87) |
| | August 2011 | 240 | 51 | 5 | 0.7 | 0 | 0 | 0 | 0.00 | (0.65) |
| | July 2011 | 217 | 49 | 4 | 0.89 | 0 | 0 | 0 | 0.00 | (0.79) |
| | June 2011 | 165 | 37 | 4 | 0.99 | 0 | 0 | 0 | 0.00 | (0.77) |
| | May 2011 | 435 | 91 | 5 | 0.99 | 0 | 0 | 0 | 0.00 | (0.61) |
| | April 2011 | 209 | 44 | 5 | 0.78 | 0 | 0 | 0 | 0.00 | (0.63) |
| | March 2011 | 240 | 49 | 5 | 0.71 | 0 | 0 | 0 | 0.00 | (0.55) |
| | February 2011 | 131 | 27 | 5 | 0.53 | 0 | 0 | 0 | 0.00 | (0.57) |
| OP-4E Installation Interval Unbundled Loop Conditioned Benchmark 15 | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 95 | 7 | 14 | 3.78 | 0 | 0 | 0 | 0.00 | (0.29) |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 7 | 2 | 4 | 0.71 | 0 | 0 | 0 | 0.00 | (2.30) |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-4E Installation Interval Unbundled Loop ISDN Capable Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 3 | 1 | 3 | 0 | 23 | 2 | 12 | -1.09 | (1.66) |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Basic Rate ISDN Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 9 | 9 | 100% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 12 | 14 | 86% | -0.39 | (1.24) |
| | July 2011 | 1 | 1 | 100% | 0 | 10 | 11 | 91% | -0.30 | (1.18) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Business Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 4 | 4 | 100% | 0 | 1004 | 1066 | 94% | -0.50 | (1.30) |
| | November 2011 | 14 | 14 | 100% | 0 | 1099 | 1181 | 93% | -1.02 | (1.62) |
| | October 2011 | 6 | 6 | 100% | 0 | 1322 | 1416 | 93% | -0.65 | (1.40) |
| | September 2011 | 4 | 4 | 100% | 0 | 1162 | 1250 | 93% | -0.55 | (1.33) |
| | August 2011 | 9 | 9 | 100% | 0 | 1245 | 1339 | 93% | -0.82 | (1.50) |
| | July 2011 | 12 | 12 | 100% | 0 | 1209 | 1281 | 94% | -0.84 | (1.51) |
| | June 2011 | 4 | 4 | 100% | 0 | 1445 | 1538 | 94% | -0.51 | (1.31) |
| | May 2011 | 6 | 6 | 100% | 0 | 1323 | 1427 | 93% | -0.69 | (1.42) |
| | April 2011 | 2 | 2 | 100% | 0 | 1334 | 1425 | 94% | -0.37 | (1.22) |
| | March 2011 | 8 | 8 | 100% | 0 | 1500 | 1588 | 94% | -0.68 | (1.42) |
| | February 2011 | 15 | 15 | 100% | 0 | 1326 | 1423 | 93% | -1.04 | (1.63) |
| OP-5A New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair E911 Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | March 2011 | 2 | 2 | 100% | 0 | 16 | 16 | 100% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 8 | 10 | 80% | 0.4 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 73 | 81 | 90% | 0.2983 | 27 | 28 | 96% | 1.55 | (0.63) |
| | November 2011 | 95 | 97 | 98% | 0.1421 | 34 | 39 | 87% | -1.70 | (2.03) |
| | October 2011 | 68 | 73 | 93% | 0.2526 | 28 | 30 | 93% | 0.03 | (1.27) |
| | September 2011 | 57 | 62 | 92% | 0.2723 | 46 | 51 | 90% | -0.31 | (1.19) |
| | August 2011 | 69 | 82 | 84% | 0.3652 | 76 | 76 | 100% | 0.00 | 1.23 |
| | July 2011 | 57 | 60 | 95% | 0.2179 | 34 | 37 | 92% | -0.54 | (1.33) |
| | June 2011 | 83 | 94 | 88% | 0.3214 | 83 | 89 | 93% | 1.34 | (0.45) |
| | May 2011 | 80 | 81 | 99% | 0.1104 | 51 | 53 | 96% | -0.75 | (1.46) |
| | April 2011 | 85 | 89 | 96% | 0.2072 | 73 | 81 | 90% | -1.17 | (1.71) |
| | March 2011 | 135 | 143 | 94% | 0.2298 | 65 | 70 | 93% | -0.41 | (1.25) |
| | February 2011 | 106 | 114 | 93% | 0.2554 | 60 | 61 | 98% | 2.67 | (0.27) |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Line Splitting Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 2 | 50% | 0.5 | 8248 | 9209 | 90% | 1.83 | (0.48) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 2 | 50% | 0.5 | 8306 | 9255 | 90% | 1.85 | (0.48) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 8438 | 9344 | 90% | -0.33 | (1.20) |
| | April 2011 | 1 | 2 | 50% | 0.5 | 8898 | 9806 | 91% | 1.99 | (0.44) |
| | March 2011 | 1 | 2 | 50% | 0.5 | 9607 | 10652 | 90% | 1.91 | (0.46) |
| | February 2011 | 1 | 1 | 100% | 0 | 8806 | 9836 | 90% | -0.34 | (1.21) |
| OP-5A New Service Installation Quality Reported to Repair LIS Trunk Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 8 | 8 | 100% | 0 | 4 | 4 | 100% | 0.00 | 0.00 |
| | November 2011 | 12 | 12 | 100% | 0 | 15 | 15 | 100% | 0.00 | 0.00 |
| | October 2011 | 7 | 7 | 100% | 0 | 22 | 22 | 100% | 0.00 | 0.00 |
| | September 2011 | 18 | 18 | 100% | 0 | 6 | 6 | 100% | 0.00 | 0.00 |
| | August 2011 | 25 | 26 | 96% | 0.1923 | 8 | 8 | 100% | 0.00 | (1.44) |
| | July 2011 | 26 | 27 | 96% | 0.1889 | 8 | 8 | 100% | 0.00 | (1.45) |
| | June 2011 | 52 | 52 | 100% | 0 | 12 | 12 | 100% | 0.00 | 0.00 |
| | May 2011 | 10 | 10 | 100% | 0 | 5 | 5 | 100% | 0.00 | 0.00 |
| | April 2011 | 25 | 25 | 100% | 0 | 8 | 8 | 100% | 0.00 | 0.00 |
| | March 2011 | 31 | 31 | 100% | 0 | 14 | 14 | 100% | 0.00 | 0.00 |
| | February 2011 | 24 | 24 | 100% | 0 | 5 | 5 | 100% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair PBX Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 5 | 5 | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 8 | 10 | 80% | -0.48 | (1.29) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 7 | 7 | 100% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A New Service Installation Quality Reported to Repair Residence Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 23 | 24 | 96% | 0.1998 | 5300 | 6011 | 88% | -1.16 | (1.71) |
| | November 2011 | 48 | 54 | 89% | 0.3143 | 6040 | 6816 | 89% | -0.06 | (1.04) |
| | October 2011 | 44 | 53 | 83% | 0.3755 | 7800 | 8653 | 90% | 1.73 | (0.12) |
| | September 2011 | 59 | 61 | 97% | 0.1781 | 7086 | 7959 | 89% | -1.91 | (2.16) |
| | August 2011 | 54 | 57 | 95% | 0.2233 | 7951 | 8918 | 89% | -1.35 | (1.82) |
| | July 2011 | 42 | 43 | 98% | 0.1507 | 7097 | 7974 | 89% | -1.81 | (2.10) |
| | June 2011 | 37 | 39 | 95% | 0.2206 | 7585 | 8471 | 90% | -1.09 | (1.66) |
| | May 2011 | 16 | 17 | 94% | 0.2353 | 7115 | 7917 | 90% | -0.58 | (1.35) |
| | April 2011 | 12 | 14 | 86% | 0.3499 | 7564 | 8381 | 90% | 0.57 | (0.85) |
| | March 2011 | 19 | 20 | 95% | 0.2179 | 8107 | 9064 | 89% | -0.81 | (1.49) |
| | February 2011 | 90 | 92 | 98% | 0.1458 | 7480 | 8413 | 89% | -2.71 | (2.65) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| OP-5A   New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 4 | 4 | 100% | 0 | 13 | 13 | 100% | 0.00 | 0.00 |
| | September 2011 | 4 | 4 | 100% | 0 | 3 | 3 | 100% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0 | 17 | 17 | 100% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 15 | 15 | 100% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0 | 15 | 16 | 94% | -0.34 | (1.21) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 7 | 7 | 100% | 0.00 | 0.00 |
| OP-5A   New Service Installation Quality Reported to Repair UDIT DS1  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 4 | 4 | 100% | 0 | 51 | 53 | 96% | -0.38 | (1.23) |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 147 | 150 | 98% | 0.14 | 6 | 6 | 100% | 0.00 | (1.74) |
| | November 2011 | 182 | 187 | 97% | 0.1613 | 9 | 9 | 100% | 0.00 | (1.49) |
| | October 2011 | 168 | 179 | 94% | 0.2402 | 10 | 10 | 100% | 0.00 | (1.06) |
| | September 2011 | 156 | 156 | 100% | 0 | 20 | 20 | 100% | 0.00 | 0.00 |
| | August 2011 | 187 | 194 | 96% | 0.1865 | 12 | 14 | 86% | -1.10 | (1.67) |
| | July 2011 | 170 | 173 | 98% | 0.1305 | 10 | 11 | 91% | -0.82 | (1.50) |
| | June 2011 | 124 | 128 | 97% | 0.174 | 12 | 13 | 92% | -0.59 | (1.36) |
| | May 2011 | 153 | 156 | 98% | 0.1373 | 11 | 12 | 92% | -0.77 | (1.47) |
| | April 2011 | 267 | 276 | 97% | 0.1776 | 7 | 8 | 88% | -0.78 | (1.47) |
| | March 2011 | 345 | 352 | 98% | 0.1396 | 7 | 7 | 100% | 0.00 | (1.69) |
| | February 2011 | 285 | 292 | 98% | 0.153 | 21 | 23 | 91% | -1.03 | (1.63) |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 37 | 38 | 97% | 0.1601 | 6 | 6 | 100% | 0.00 | (1.67) |
| | November 2011 | 22 | 23 | 96% | 0.2039 | 9 | 9 | 100% | 0.00 | (1.35) |
| | October 2011 | 45 | 46 | 98% | 0.1458 | 10 | 10 | 100% | 0.00 | (1.56) |
| | September 2011 | 19 | 20 | 95% | 0.2179 | 20 | 20 | 100% | 0.00 | (1.00) |
| | August 2011 | 12 | 13 | 92% | 0.2665 | 12 | 14 | 86% | -0.49 | (1.30) |
| | July 2011 | 27 | 27 | 100% | 0 | 10 | 11 | 91% | -0.88 | (1.54) |
| | June 2011 | 34 | 34 | 100% | 0 | 12 | 13 | 92% | -0.89 | (1.54) |
| | May 2011 | 24 | 27 | 89% | 0.3143 | 11 | 12 | 92% | 0.29 | (1.22) |
| | April 2011 | 131 | 143 | 92% | 0.2773 | 7 | 8 | 88% | -0.34 | (1.21) |
| | March 2011 | 220 | 229 | 96% | 0.1943 | 7 | 7 | 100% | 0.00 | (1.43) |
| | February 2011 | 191 | 205 | 93% | 0.2522 | 21 | 23 | 91% | -0.30 | (1.18) |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 155 | 168 | 92% | 0.2672 | 27 | 28 | 96% | 1.10 | (0.81) |
| | November 2011 | 174 | 181 | 96% | 0.1928 | 34 | 39 | 87% | -1.52 | (1.92) |
| | October 2011 | 87 | 94 | 93% | 0.2625 | 28 | 30 | 93% | 0.15 | (1.19) |
| | September 2011 | 118 | 123 | 96% | 0.1975 | 46 | 51 | 90% | -1.16 | (1.70) |
| | August 2011 | 146 | 151 | 97% | 0.1789 | 76 | 76 | 100% | 0.00 | (0.31) |
| | July 2011 | 120 | 126 | 95% | 0.213 | 34 | 37 | 92% | -0.66 | (1.40) |
| | June 2011 | 139 | 148 | 94% | 0.239 | 83 | 89 | 93% | -0.20 | (1.12) |
| | May 2011 | 177 | 184 | 96% | 0.1913 | 51 | 53 | 96% | 0.01 | (1.28) |
| | April 2011 | 151 | 158 | 96% | 0.2058 | 73 | 81 | 90% | -1.34 | (1.81) |
| | March 2011 | 151 | 165 | 92% | 0.2787 | 65 | 70 | 93% | 0.37 | (0.97) |
| | February 2011 | 119 | 127 | 94% | 0.2429 | 60 | 61 | 98% | 2.36 | (0.37) |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop - DS3 Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 7 | 7 | 100% | 0.00 | 0.00 |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop - XDSLi Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 76 | 76 | 100% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 34 | 37 | 92% | -0.29 | (1.18) |
| | June 2011 | 1 | 1 | 100% | 0 | 83 | 89 | 93% | -0.27 | (1.16) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 73 | 81 | 90% | -0.33 | (1.20) |
| | March 2011 | 1 | 2 | 50% | 0.5 | 65 | 70 | 93% | 2.32 | (0.40) |
| | February 2011 | 1 | 1 | 100% | 0 | 60 | 61 | 98% | -0.13 | (1.08) |
| OP-5A   New Service Installation Quality | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Reported to Repair Unbundled Loop Analog Parity | December 2011 | 708 | 731 | 97% | 0.1746 | 3045 | 3287 | 93% | -3.95 | (3.40) |
| | November 2011 | 638 | 659 | 97% | 0.1756 | 3428 | 3700 | 93% | -3.77 | (3.29) |
| | October 2011 | 633 | 652 | 97% | 0.1682 | 4847 | 5198 | 93% | -3.68 | (3.24) |
| | September 2011 | 837 | 862 | 97% | 0.1678 | 4508 | 4875 | 92% | -4.75 | (3.89) |
| | August 2011 | 855 | 883 | 97% | 0.1752 | 4984 | 5384 | 93% | -4.47 | (3.72) |
| | July 2011 | 916 | 946 | 97% | 0.1752 | 4495 | 4833 | 93% | -4.22 | (3.56) |
| | June 2011 | 1213 | 1253 | 97% | 0.1758 | 4869 | 5245 | 93% | -4.90 | (3.98) |
| | May 2011 | 1151 | 1195 | 96% | 0.1883 | 4371 | 4698 | 93% | -3.98 | (3.42) |
| | April 2011 | 911 | 950 | 96% | 0.1984 | 4551 | 4869 | 93% | -2.77 | (2.68) |
| | March 2011 | 732 | 755 | 97% | 0.1719 | 4966 | 5328 | 93% | -3.83 | (3.33) |
| | February 2011 | 548 | 562 | 98% | 0.1559 | 4511 | 4896 | 92% | -4.48 | (3.72) |
| OP-5A   New Service Installation Quality Reported to Repair Unbundled Loop ISDN Capable  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 10 | 10 | 100% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 10 | 11 | 91% | 3.03 | (0.41) |
| | June 2011 | 1 | 1 | 100% | 0 | 12 | 13 | 92% | -0.28 | (1.17) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 7 | 8 | 88% | -0.36 | (1.22) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5A   New Service Installation Quality Reported to Repair UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 9607 | 10652 | 90% | -0.33 | (1.20) |
| | February 2011 | 1 | 1 | 100% | 0 | 8806 | 9836 | 90% | -0.34 | (1.21) |
| OP-5B   New Service Provisioning Quality Basic Rate ISDN  Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5B   New Service Provisioning Quality Business  Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 14 | 14 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 9 | 9 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 15 | 15 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B   New Service Provisioning Quality Enhanced Extended Loops - DS0 Capable Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5B   New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 81 | 81 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 97 | 97 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 73 | 73 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 62 | 62 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 81 | 82 | 99% | 0.1098 | 0 | 0 | 0% | 0.00 | (0.07) |
| | July 2011 | 60 | 60 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 94 | 94 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 81 | 81 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 89 | 89 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 143 | 143 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 114 | 114 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B   New Service Provisioning Quality Enhanced Extended Loops - DS3 Capable | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Benchmark  0.965 | November 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5B  New Service Provisioning Quality Line Splitting  Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B  New Service Provisioning Quality PBX  Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5B  New Service Provisioning Quality Residence  Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 24 | 24 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 54 | 54 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 53 | 53 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 61 | 61 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 56 | 57 | 98% | 0.1313 | 0 | 0 | 0% | 0.00 | (0.05) |
| | July 2011 | 42 | 43 | 98% | 0.1507 | 0 | 0 | 0% | 0.00 | (0.04) |
| | June 2011 | 39 | 39 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 17 | 17 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 14 | 14 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 20 | 20 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 92 | 92 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B  New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 150 | 150 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 187 | 187 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 179 | 179 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 156 | 156 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 194 | 194 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 173 | 173 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 128 | 128 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 156 | 156 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 276 | 276 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 352 | 352 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 292 | 292 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B  New Service Provisioning Quality Unbundled Loop - ADSL Qualified Benchmark  0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 38 | 38 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 23 | 23 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 46 | 46 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 20 | 20 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 13 | 13 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 27 | 27 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 34 | 34 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 27 | 27 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 143 | 143 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 229 | 229 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 205 | 205 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B  New Service Provisioning Quality Unbundled Loop - DS1 Capable  Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 168 | 168 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | November 2011 | 181 | 181 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 94 | 94 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 123 | 123 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 151 | 151 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 126 | 126 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 148 | 148 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 184 | 184 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 158 | 158 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 165 | 165 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 127 | 127 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B  New Service Provisioning Quality Unbundled Loop - DS3 Capable  Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop - XDSLi Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality Unbundled Loop Analog Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 730 | 731 | 100% | 0.037 | 0 | 0 | 0% | 0.00 | (0.10) |
| | November 2011 | 659 | 659 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 652 | 652 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 862 | 862 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | August 2011 | 883 | 883 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | July 2011 | 946 | 946 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 1253 | 1253 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 1195 | 1195 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | April 2011 | 950 | 950 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 755 | 755 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 559 | 562 | 99% | 0.0729 | 0 | 0 | 0% | 0.00 | (0.09) |
| OP-5B New Service Provisioning Quality Unbundled Loop ISDN Capable Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5B New Service Provisioning Quality UNE - P (POTS) Benchmark 0.965 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5R New Service Quality Multiple Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report Rate Enhanced Extended Loops - DS1 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 7 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 5 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 6 | 17% | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 9 | 22 | 41% | 0.4917 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 2 | 13 | 15% | 0.3608 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 4 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 4 | 12 | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 2 | 10 | 20% | 0.4 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report Rate LIS Trunk Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R   New Service Quality Multiple Report Rate Residence  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 6 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 9 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 4 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 2 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 3 | 33% | 0.4714 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R   New Service Quality Multiple Report Rate Unbundled Loop - 2 Wire Non-Loaded Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 5 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 11 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 9 | 22% | 0.4157 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 4 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 3 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 9 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 8 | 13% | 0.3307 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 7 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R   New Service Quality Multiple Report Rate Unbundled Loop - DS1 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 13 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 7 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 7 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 6 | 17% | 0.3727 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 5 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 6 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 10 | 10% | 0.3 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 8 | 13% | 0.3307 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 8 | 13% | 0.3307 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 15 | 7% | 0.2494 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 8 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R   New Service Quality Multiple Report Rate Unbundled Loop Analog  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 24 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 1 | 22 | 5% | 0.2083 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 19 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 25 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 28 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 30 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 41 | 2% | 0.1543 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 45 | 2% | 0.1474 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 41 | 5% | 0.2154 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 3 | 26 | 12% | 0.3195 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 16 | 6% | 0.2421 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R   New Service Quality Multiple Report Rate Unbundled Loop ISDN Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Basic Rate ISDN  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Business  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 14 | 14 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 9 | 9 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 15 | 15 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Enhanced Extended Loops - DS0 Capable  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 8 | 10 | 80% | 0.4 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Enhanced Extended Loops - DS1 Capable  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 73 | 81 | 90% | 0.2983 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 95 | 97 | 98% | 0.1421 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 68 | 73 | 93% | 0.2526 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 57 | 62 | 92% | 0.2723 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 69 | 82 | 84% | 0.3652 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 57 | 60 | 95% | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 83 | 94 | 88% | 0.3214 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 80 | 81 | 99% | 0.1104 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 85 | 89 | 96% | 0.2072 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 135 | 143 | 94% | 0.2298 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 106 | 114 | 93% | 0.2554 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Enhanced Extended Loops - DS3 Capable  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Line Splitting  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total PBX  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Residence  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 23 | 24 | 96% | 0.1998 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 48 | 54 | 89% | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 44 | 53 | 83% | 0.3755 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 59 | 61 | 97% | 0.1781 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 53 | 57 | 93% | 0.2554 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 41 | 43 | 95% | 0.2106 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 37 | 39 | 95% | 0.2206 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 16 | 17 | 94% | 0.2353 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 12 | 14 | 86% | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 19 | 20 | 95% | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 90 | 92 | 98% | 0.1458 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T   New Service Installation Quality Total Unbundled Loop - 2 Wire Non-Loaded Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 147 | 150 | 98% | 0.14 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 182 | 187 | 97% | 0.1613 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 168 | 179 | 94% | 0.2402 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 156 | 156 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 187 | 194 | 96% | 0.1865 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 170 | 173 | 98% | 0.1305 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 124 | 128 | 97% | 0.174 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 153 | 156 | 98% | 0.1373 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 267 | 276 | 97% | 0.1776 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 345 | 352 | 98% | 0.1396 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 285 | 292 | 98% | 0.153 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop - ADSL Qualified Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 37 | 38 | 97% | 0.1601 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 22 | 23 | 96% | 0.2039 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 45 | 46 | 98% | 0.1458 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 19 | 20 | 95% | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 12 | 13 | 92% | 0.2665 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 27 | 27 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 34 | 34 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 24 | 27 | 89% | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 131 | 143 | 92% | 0.2773 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 220 | 229 | 96% | 0.1943 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 191 | 205 | 93% | 0.2522 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop - DS1 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 155 | 168 | 92% | 0.2672 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 174 | 181 | 96% | 0.1928 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 87 | 94 | 93% | 0.2625 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 118 | 123 | 96% | 0.1975 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 146 | 151 | 97% | 0.1789 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 120 | 126 | 95% | 0.213 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 139 | 148 | 94% | 0.239 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 177 | 184 | 96% | 0.1913 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 151 | 158 | 96% | 0.2058 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 151 | 165 | 92% | 0.2787 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 119 | 127 | 94% | 0.2429 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop - DS3 Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop - XDSLi  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 2 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop Analog  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 707 | 731 | 97% | 0.1782 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 638 | 659 | 97% | 0.1756 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 633 | 652 | 97% | 0.1682 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 837 | 862 | 97% | 0.1678 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 855 | 883 | 97% | 0.1752 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 916 | 946 | 97% | 0.1752 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1213 | 1253 | 97% | 0.1758 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1151 | 1195 | 96% | 0.1883 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 911 | 950 | 96% | 0.1984 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 732 | 755 | 97% | 0.1719 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 545 | 562 | 97% | 0.1713 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total Unbundled Loop ISDN Capable Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T  New Service Installation Quality Total UNE - P (POTS) Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-6A-1  Delayed Days for Non-Facility Reasons Business  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 1 | 0 | 132 | 20 | 7 | -0.30 | (1.18) |
| OP-6A-1  Delayed Days for Non-Facility Reasons Residence  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 5 | 1 | 5 | 0 | 77 | 38 | 2 | 1.54 | (0.42) |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 1 | 0 | 83 | 40 | 2 | -0.40 | (1.25) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 1 | 0 | 74 | 32 | 2 | -0.41 | (1.25) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4  Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS0 Capable  Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4  Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 1 | 0 | 8 | 1 | 8 | 0.00 | 0.00 |
| OP-6A-4  Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS3 Capable  Diagnostic | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 12 | 1 | 12 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4  Delayed Days for Non-Facility Reasons LIS Trunk  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 19 | 2 | 10 | 3.54 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 13 | 1 | 13 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4  Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 12 | 4 | 3 | 2.31 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity | January 2012 | 4 | 4 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 1 | 0 | 2 | 1 | 2 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 43 | 5 | 9 | 11.67 | 2 | 1 | 2 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 8 | 8 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 11 | 11 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity | January 2012 | 11 | 4 | 3 | 1.5 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 14 | 7 | 2 | 1.29 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 7 | 6 | 1 | 0.41 | 20 | 2 | 10 | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 6 | 5 | 1 | 0.45 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 1 | 0 | 24 | 2 | 12 | -2.59 | (2.58) |
| | May 2011 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 9 | 5 | 2 | 1.1 | 8 | 1 | 8 | 0.00 | 0.00 |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity | January 2012 | 44 | 36 | 1 | 0.42 | 226 | 62 | 4 | -2.09 | (2.27) |
| | December 2011 | 6 | 6 | 1 | 0 | 96 | 48 | 2 | -1.14 | (1.69) |
| | November 2011 | 34 | 10 | 3 | 3.69 | 145 | 53 | 3 | 0.45 | (0.64) |
| | October 2011 | 26 | 21 | 1 | 1.09 | 176 | 55 | 3 | -1.08 | (1.66) |
| | September 2011 | 14 | 14 | 1 | 0 | 119 | 58 | 2 | -1.49 | (1.91) |
| | August 2011 | 26 | 18 | 1 | 0.7 | 178 | 55 | 3 | -1.12 | (1.68) |
| | July 2011 | 40 | 22 | 2 | 2.65 | 101 | 46 | 2 | -0.38 | (1.23) |
| | June 2011 | 60 | 27 | 2 | 3.52 | 181 | 60 | 3 | -0.70 | (1.43) |
| | May 2011 | 32 | 11 | 3 | 3.27 | 153 | 42 | 4 | -0.52 | (1.32) |
| | April 2011 | 32 | 22 | 1 | 1.92 | 109 | 41 | 3 | -1.02 | (1.62) |
| | March 2011 | 11 | 7 | 2 | 1.13 | 129 | 46 | 3 | -0.87 | (1.53) |
| | February 2011 | 28 | 9 | 3 | 6.33 | 265 | 60 | 4 | -0.31 | (1.19) |
| OP-6A-5 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 1 | 0 | 74 | 5 | 15 | -0.72 | (1.44) |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 4 | 1 | 4 | 0 | 2 | 2 | 1 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 1 | 0 | 18 | 2 | 9 | -0.58 | (1.35) |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 1 | 0 | 53 | 3 | 18 | -1.42 | (1.86) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 3 | 2 | 2 | 0.71 | 58 | 8 | 7 | -1.05 | (1.64) |
| | March 2011 | 2 | 2 | 1 | 0 | 120 | 11 | 11 | -1.51 | (1.92) |
| | February 2011 | 1 | 1 | 1 | 0 | 191 | 7 | 27 | -1.71 | (2.04) |
| OP-6A-5 Delayed Days for Non-Facility Reasons LIS Trunk Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 4 | 2 | 2 | 1.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility Reasons PBX Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 4 | 2 | 2 | 1.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5   Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 1 | 0 | 87 | 9 | 10 | -1.70 | (2.03) |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6A-5   Delayed Days for Non-Facility Reasons Unbundled Loop Analog  Parity | January 2012 | 19 | 3 | 6 | 4.62 | 54 | 9 | 6 | 0.05 | (1.09) |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 2 | 2 | 1 | 0 | 29 | 13 | 2 | -0.67 | (1.41) |
| | September 2011 | 8 | 8 | 1 | 0 | 5 | 5 | 1 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 12 | 2 | 6 | 0 | 88 | 11 | 8 | -0.22 | (1.14) |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 3 | 1 | 3 | 0 | 11 | 5 | 2 | 0.34 | (0.69) |
| OP-6B-1   Delayed Days for Facility Reasons Business  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 14 | 1 | 14 | 0 | 162 | 17 | 10 | 0.49 | (0.71) |
| OP-6B-1   Delayed Days for Facility Reasons Residence  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 5 | 1 | 5 | 0 | 176 | 29 | 6 | -0.14 | (1.09) |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 3 | 1 | 3 | 0 | 425 | 40 | 11 | -0.46 | (1.28) |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 3 | 1 | 3 | 0 | 228 | 31 | 7 | -0.52 | (1.32) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 1 | 1 | 1 | 0 | 411 | 24 | 17 | -0.55 | (1.33) |
| OP-6B-4   Delayed Days for Facility Reasons LIS Trunk  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4   Delayed Days for Facility Reasons UDIT DS1  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 8 | 2 | 4 | 0 | 8 | 1 | 8 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4   Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 8 | 2 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 5 | 1 | 5 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 50 | 9 | 6 | 1.33 | 70 | 13 | 5 | 0.21 | (0.79) |
| OP-6B-4   Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 4 | 1 | 4 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 5 | 2 | 3 | 2.12 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 32 | 2 | 16 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 21 | 5 | 4 | 0.84 | 6 | 1 | 6 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-4   Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable  Parity | January 2012 | 9 | 5 | 2 | 0.45 | 34 | 1 | 34 | 0.00 | 0.00 |
| | December 2011 | 6 | 4 | 2 | 1 | 12 | 2 | 6 | 0.00 | 0.00 |
| | November 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 6 | 3 | 2 | 0 | 5 | 2 | 3 | -0.77 | (1.47) |
| | July 2011 | 9 | 4 | 2 | 1.26 | 22 | 3 | 7 | -1.48 | (1.90) |
| | June 2011 | 4 | 2 | 2 | 0 | 54 | 1 | 54 | 0.00 | 0.00 |
| | May 2011 | 74 | 4 | 19 | 28.38 | 8 | 1 | 8 | 0.00 | 0.00 |
| | April 2011 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 16 | 1 | 16 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 35 | 7 | 5 | 6.35 | 5 | 1 | 5 | 0.00 | 0.00 |
| OP-6B-4   Delayed Days for Facility Reasons Unbundled Loop Analog  Parity | January 2012 | 31 | 8 | 4 | 0.35 | 203 | 35 | 6 | -0.57 | (1.35) |
| | December 2011 | 206 | 9 | 23 | 21.03 | 295 | 42 | 7 | 5.73 | 1.26 |
| | November 2011 | 145 | 9 | 16 | 21.12 | 451 | 50 | 9 | 1.63 | (0.12) |
| | October 2011 | 2 | 1 | 2 | 0 | 497 | 67 | 7 | -0.75 | (1.46) |
| | September 2011 | 71 | 14 | 5 | 1.49 | 642 | 53 | 12 | -1.46 | (1.89) |
| | August 2011 | 94 | 9 | 10 | 6.02 | 530 | 54 | 10 | 0.16 | (0.80) |
| | July 2011 | 69 | 16 | 4 | 2.98 | 306 | 36 | 9 | -1.33 | (1.81) |
| | June 2011 | 99 | 12 | 8 | 4.2 | 298 | 37 | 8 | 0.07 | (0.85) |
| | May 2011 | 14 | 4 | 4 | 0.58 | 355 | 32 | 11 | -0.64 | (1.39) |
| | April 2011 | 20 | 4 | 5 | 0 | 480 | 37 | 13 | -0.90 | (1.55) |
| | March 2011 | 16 | 4 | 4 | 0 | 194 | 36 | 5 | -0.43 | (1.26) |
| | February 2011 | 85 | 3 | 28 | 47.34 | 573 | 41 | 14 | 1.05 | (0.42) |
| OP-6B-5   Delayed Days for Facility Reasons Enhanced Extended Loops - DS1 Capable Diagnostic | January 2012 | 14 | 3 | 5 | 1.53 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 7 | 1 | 7 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 7 | 2 | 4 | 3.54 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 9 | 2 | 5 | 3.54 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 5 | 2 | 3 | 2.12 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 12 | 2 | 6 | 1.41 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5   Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 29 | 1 | 29 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5   Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 62 | 1 | 62 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5   Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 2 | 1 | 2 | 0 | 23 | 1 | 23 | 0.00 | 0.00 |
| | September 2011 | 1 | 1 | 1 | 0 | 8 | 1 | 8 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

| Measure | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5  Delayed Days for Facility Reasons Unbundled Loop Analog  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 1 | 1 | 1 | 0 | 128 | 11 | 12 | -0.89 | (1.54) |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 2 | 1 | 2 | 0 | 40 | 8 | 5 | -0.49 | (1.29) |
| | February 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-7  OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop - Analog Diagnostic | January 2012 | 0.38888889 | 105 | 00:05 | 0.008333333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0.24236111 | 90 | 00:04 | 0.006944444 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.65277778 | 101 | 00:09 | 0.023611111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 1.15902778 | 133 | 00:13 | 0.029166667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.52569444 | 250 | 00:03 | 0.002083333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.26041667 | 145 | 00:03 | 0.002777778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0.18263889 | 118 | 00:02 | 0.000694444 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 1.13333333 | 377 | 00:04 | 0.004166667 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 0.4875 | 305 | 00:02 | 0.002777778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0.59375 | 329 | 00:03 | 0.002083333 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.69652778 | 347 | 00:03 | 0.002777778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0.62708333 | 226 | 00:04 | 0.004861111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| OP-7  OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop Other Diagnostic | January 2012 | 0.23333333 | 6 | 00:56 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | December 2011 | 0.00277778 | 2 | 00:02 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | November 2011 | 0.85069444 | 33 | 00:37 | 0.009027778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | October 2011 | 0.04166667 | 2 | 00:30 | 0.023611111 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | September 2011 | 0.5625 | 15 | 00:54 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | August 2011 | 0.00069444 | 1 | 00:01 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | June 2011 | 0.12638889 | 4 | 00:45 | 0.009027778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | May 2011 | 1.0875 | 31 | 00:51 | 0.009027778 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | April 2011 | 0 | 20 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | March 2011 | 0.00763889 | 1 | 00:11 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 00:00 | 0 | 0 | 0 | 00:00 | 0.00 | 0.00 |
| OP-8B  Number Portability Timeliness LNP Benchmark  0.95 | January 2012 | 100 | 100 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 77 | 77 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 97 | 97 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 105 | 105 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 199 | 199 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 141 | 141 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 91 | 91 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 329 | 330 | 100% | 0.055 | 0 | 0 | 0% | 0.00 | (0.15) |
| | May 2011 | 257 | 257 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 276 | 276 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 291 | 294 | 99% | 0.1005 | 0 | 0 | 0% | 0.00 | (0.13) |
| | February 2011 | 209 | 209 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| OP-8C  Percentage of LNP Triggers Set Prior to the Frame Due Time LNP Benchmark  0.95 | January 2012 | 5010 | 5011 | 100% | 0.0141 | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 12766 | 12770 | 100% | 0.0177 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 4823 | 4824 | 100% | 0.0144 | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 6800 | 6803 | 100% | 0.021 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 5680 | 5680 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 5887 | 5901 | 100% | 0.0487 | 0 | 0 | 0% | 0.00 | (0.15) |
| | July 2011 | 6647 | 6647 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 7012 | 7012 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 5007 | 5008 | 100% | 0.0141 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 4817 | 4819 | 100% | 0.0204 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 5796 | 5799 | 100% | 0.0227 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 5432 | 5432 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| OS-1  Speed of Answer - Operator Services Parity by Design | January 2012 | 0 | 0 | :00 | 0 | 7.25 | 1 | :00 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | :00 | 0 | 7.39 | 1 | :36 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | :00 | 0 | 7.54 | 1 | :36 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | :00 | 0 | 7.77 | 1 | :48 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | :00 | 0 | 7.67 | 1 | :48 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | :00 | 0 | 7.68 | 1 | :12 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | :00 | 0 | 7.61 | 1 | :24 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | :00 | 0 | 7.27 | 1 | :48 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | :00 | 0 | 7.07 | 1 | :48 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | :00 | 0 | 7.19 | 1 | :36 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | :00 | 0 | 7.47 | 1 | :48 | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | :00 | 0 | 7.2 | 1 | :00 | 0.00 | 0.00 |
| PO-15  Number of Due Date Changes per Order All  Parity | January 2012 | 88 | 1490 | 0 | 0.24 | 292 | 19108 | 0 | 11.52 | 6.00 |
| | December 2011 | 84 | 1490 | 0 | 0.24 | 275 | 19311 | 0 | 11.72 | 6.13 |
| | November 2011 | 131 | 1558 | 0 | 0.28 | 253 | 20588 | 0 | 23.27 | 13.15 |
| | October 2011 | 99 | 1359 | 0 | 0.28 | 297 | 23393 | 0 | 17.25 | 9.49 |
| | September 2011 | 104 | 1655 | 0 | 0.25 | 310 | 23574 | 0 | 15.60 | 8.48 |
| | August 2011 | 121 | 1600 | 0 | 0.32 | 298 | 23318 | 0 | 19.62 | 10.93 |
| | July 2011 | 92 | 1557 | 0 | 0.25 | 237 | 20547 | 0 | 16.07 | 8.77 |
| | June 2011 | 130 | 1964 | 0 | 0.26 | 263 | 23029 | 0 | 20.55 | 11.49 |
| | May 2011 | 91 | 1801 | 0 | 0.24 | 205 | 19747 | 0 | 14.77 | 7.98 |
| | April 2011 | 117 | 1808 | 0 | 0.25 | 275 | 20329 | 0 | 16.85 | 9.25 |
| | March 2011 | 99 | 2099 | 0 | 0.22 | 324 | 24344 | 0 | 11.73 | 6.13 |
| | February 2011 | 91 | 1536 | 0 | 0.25 | 254 | 20025 | 0 | 14.03 | 7.53 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| PO-16  Timely Release Notifications Benchmark  0.925 | January 2012 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19B  Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML Benchmark  0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 166 | 174 | 95% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 160 | 168 | 95% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X  Stand-Alone Test Environment (SATE) Accuracy XML Rel. 28.0 Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 289 | 294 | 98% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X  Stand-Alone Test Environment (SATE) Accuracy XML Rel. 29.0 Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 290 | 293 | 99% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 293 | 293 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X  Stand-Alone Test Environment (SATE) Accuracy XML Rel. 30.0 Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 289 | 293 | 99% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 293 | 293 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X  Stand-Alone Test Environment (SATE) Accuracy XML Rel. 31.0 Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 350 | 355 | 99% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X  Stand-Alone Test Environment (SATE) Accuracy XML Rel. VICKI Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 61 | 61 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-1A-1 Total  Pre-Order Response Times | January 2012 | 5565.75 | 2631 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| (Appt. Scheduler) IMA Aggregate Benchmark 10 | December 2011 | 5376.98 | 2786 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5400.78 | 3234 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 6987.85 | 2613 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 2156.33 | 1962 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5865.15 | 3205 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 6223.14 | 3143 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4895.1 | 2590 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5697.18 | 3063 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5565.75 | 2715 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5865.15 | 3205 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5650.64 | 3071 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-1(a)  Pre-Order Response Times (Appt. Scheduler) IMA Request  Diagnostic | January 2012 | 271.5 | 2631 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 278.6 | 2786 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 388.08 | 3234 | :48 | 0.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 366.4 | 2613 | :36 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 196.2 | 1962 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 352.55 | 3205 | :24 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 314.3 | 3143 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 259 | 2590 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 336.93 | 3063 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 271.5 | 2715 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 352.55 | 3205 | :24 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 337.81 | 3071 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-1(b,c)  Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept Diagnostic | January 2012 | 5294.25 | 2631 | :24 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 5098.38 | 2786 | :12 | 0.61 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5012.7 | 3234 | :00 | 3.64 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 6621.45 | 2613 | :12 | 3.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 1960.13 | 1962 | :36 | 1.94 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5512.6 | 3205 | :48 | 0.45 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 5908.84 | 3143 | :12 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4636.1 | 2590 | :36 | 0.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5360.25 | 3063 | :00 | 0.5 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5294.25 | 2715 | :00 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5512.6 | 3205 | :48 | 0.45 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5312.83 | 3071 | :12 | 0.46 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10 Total  Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark  30 | January 2012 | 1817.78 | 595 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 2381.04 | 630 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5724.26 | 1322 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 5599.36 | 832 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 3195.15 | 562 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 2171.57 | 735 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 2753.73 | 719 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 2116.33 | 562 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 2382.07 | 641 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 1817.78 | 586 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 2171.57 | 735 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 1973.88 | 671 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(a)  Pre-Order Response Times (Meet Point Inquiry) IMA Request  Diagnostic | January 2012 | 59.69 | 595 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 64.94 | 630 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 171.86 | 1322 | :12 | 0.99 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 83.2 | 832 | :00 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 56.48 | 562 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 76.63 | 735 | :00 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 72.25 | 719 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 56.48 | 562 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 65.16 | 641 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 59.69 | 586 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 76.63 | 735 | :00 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 67.49 | 671 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(b)  Pre-Order Response Times (Meet Point Inquiry) IMA Response Diagnostic | January 2012 | 1758.09 | 595 | :00 | 0.57 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 2316.1 | 630 | :12 | 0.74 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5552.4 | 1322 | :00 | 1.7 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 5516.16 | 832 | :12 | 1.4 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 3138.67 | 626 | :24 | 0.63 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 2094.94 | 735 | :00 | 0.69 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 2681.48 | 719 | :12 | 1.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 2059.85 | 562 | :48 | 0.72 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 2316.91 | 641 | :24 | 0.79 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 1758.09 | 586 | :00 | 0.57 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 2094.94 | 735 | :00 | 0.69 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 1906.39 | 671 | :36 | 0.65 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2 Total  Pre-Order Response Times (Service Availability) IMA Aggregate Benchmark  25 | January 2012 | 28973.95 | 5094 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 24448.69 | 4917 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 18297.75 | 2361 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 16107.5 | 3252 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4752.35 | 3446 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 38574.15 | 5882 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 26105.25 | 5532 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 30540.95 | 4490 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 35958.52 | 5414 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 28973.95 | 5104 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 38574.15 | 5882 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 40444.81 | 5391 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(a)  Pre-Order Response Times (Service Availability) IMA Request | January 2012 | 518.64 | 5094 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 767.25 | 4917 | :24 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Diagnostic | November 2011 | 519.42 | 2361 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 683.35 | 3252 | :24 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 366.63 | 3446 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 943.54 | 5882 | :24 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 844.09 | 5532 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 715.91 | 4490 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 878.77 | 5414 | :24 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 518.64 | 5104 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 943.54 | 5882 | :24 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 861.95 | 5391 | :24 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(b) Pre-Order Response Times (Service Availability) IMA Response Diagnostic | January 2012 | 28455.31 | 5094 | :36 | 5.95 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 23681.44 | 4917 | :48 | 3.6 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 17778.33 | 2361 | :00 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 15424.15 | 3252 | :36 | 3.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4385.72 | 3446 | :12 | 2.6 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 37630.61 | 5882 | :00 | 3.7 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 25261.16 | 5532 | :48 | 3.48 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 29825.04 | 4490 | :36 | 4.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 35079.75 | 5414 | :12 | 3.54 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 28455.31 | 5104 | :12 | 5.95 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 37630.61 | 5882 | :00 | 3.7 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 39582.86 | 5391 | :36 | 4.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3 Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25 | January 2012 | 5233.92 | 1257 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 4930.38 | 1118 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 2451.39 | 1993 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 11741.86 | 1309 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4468.92 | 1002 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5910.45 | 1299 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 5705.84 | 1288 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4468.92 | 1002 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5493.18 | 1218 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5233.92 | 1128 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5910.45 | 1299 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5731.94 | 1238 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(a) Pre-Order Response Times (Facility Check) IMA Request Diagnostic | January 2012 | 112.8 | 1257 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 111.8 | 1118 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 239.16 | 1993 | :48 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 340.47 | 1309 | :12 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 100.2 | 1002 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 129.9 | 1299 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 128.8 | 1288 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 100.2 | 1002 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 121.8 | 1218 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 112.8 | 1128 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 129.9 | 1299 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 123.8 | 1238 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(b) Pre-Order Response Times (Facility Check) IMA Response Diagnostic | January 2012 | 5121.12 | 1257 | :48 | 1.37 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 4818.58 | 1118 | :24 | 1.73 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 2212.23 | 1993 | :24 | 4.25 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 11401.39 | 1309 | :24 | 1.75 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4368.72 | 1002 | :24 | 1.59 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5780.55 | 1299 | :00 | 1.75 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 5577.04 | 1288 | :12 | 2.58 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4368.72 | 1002 | :24 | 1.59 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5371.38 | 1218 | :24 | 2.17 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5121.12 | 1128 | :36 | 1.37 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5780.55 | 1299 | :00 | 1.75 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5608.14 | 1238 | :12 | 1.7 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4 Total Pre-Order Response Times (Address Validation) IMA Aggregate Benchmark 10 | January 2012 | 28197.62 | 7044 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 20153.24 | 7282 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5310.3 | 2855 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 20152.24 | 3433 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 16404.03 | 5257 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 28706.99 | 9034 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 23615.31 | 8132 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 23071.16 | 6915 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 27023.79 | 8308 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 28197.62 | 8047 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 28706.99 | 9034 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 26765.85 | 8346 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(a) Pre-Order Response Times (Address Validation) IMA Request Diagnostic | January 2012 | 1769.39 | 7044 | :00 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 1441.07 | 7282 | :00 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 342.6 | 2855 | :48 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 446.3 | 3433 | :12 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 685.91 | 5257 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 1946.48 | 9034 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 1564.91 | 8132 | :36 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 1500.02 | 6915 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 1842.25 | 8308 | :48 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 1769.39 | 8047 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 1946.48 | 9034 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 1778.38 | 8346 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(b) Pre-Order Response Times (Address Validation) IMA Response Diagnostic | January 2012 | 26428.23 | 7044 | :00 | 0.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 18712.17 | 7282 | :48 | 1.39 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 4967.7 | 2855 | :36 | 1.96 | 0 | 0 | :00 | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | October 2011 | 19705.94 | 3433 | :36 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 15718.12 | 5257 | :36 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 26760.51 | 9034 | :24 | 0.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 22050.4 | 8132 | :24 | 1.32 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 21571.14 | 6915 | :48 | 1.55 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 25181.54 | 8308 | :12 | 0.87 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 26428.23 | 8047 | :12 | 0.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 26760.51 | 9034 | :24 | 0.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 24987.47 | 8346 | :36 | 1.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5 Total Pre-Order Response Times (Get CSR) IMA Aggregate Benchmark 12.5 | January 2012 | 4405.2 | 1142 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 1186.62 | 359 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 22368.17 | 4729 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 27912.02 | 5685 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4553.61 | 2168 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 3550.27 | 1312 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 3772.22 | 1150 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 2969.54 | 1010 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 3398.8 | 1135 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 4405.2 | 1164 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 3550.27 | 1312 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 3420.27 | 1243 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(a) Pre-Order Response Times (Get CSR) IMA Request Diagnostic | January 2012 | 119.31 | 1142 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 33.46 | 359 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 945.8 | 4729 | :00 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 568.47 | 5685 | :00 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 195.12 | 2168 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 121.7 | 1312 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 105.92 | 1150 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 93.43 | 1010 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 109.45 | 1135 | :00 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 119.31 | 1164 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 121.7 | 1312 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 115.22 | 1243 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(b) Pre-Order Response Times (Get CSR) IMA Response Diagnostic | January 2012 | 4285.89 | 1142 | :00 | 6.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 1153.16 | 359 | :24 | 6.51 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 21422.37 | 4729 | :12 | 2.86 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 27343.55 | 5685 | :24 | 2.93 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4358.49 | 2168 | :24 | 1.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 3428.57 | 1312 | :24 | 5.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 3666.3 | 1150 | :36 | 7.04 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 2876.11 | 1010 | :00 | 5.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 3289.35 | 1135 | :00 | 5.59 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 4285.89 | 1164 | :12 | 6.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 3428.57 | 1312 | :24 | 5.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 3305.05 | 1243 | :24 | 6.65 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6 Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10 | January 2012 | 5229.76 | 1857 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 6210.16 | 1825 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 6556.62 | 1407 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 9388.95 | 1369 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4879.48 | 1494 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5977.04 | 2143 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 7220.45 | 2043 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4879.48 | 1494 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5979.42 | 1869 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5229.76 | 1775 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5977.04 | 2143 | :36 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5510.08 | 1932 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(a) Pre-Order Response Times (TN Reservation) IMA Request Diagnostic | January 2012 | 178.67 | 1857 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 191.15 | 1825 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 422.1 | 1407 | :00 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 975.48 | 1369 | :00 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 151.48 | 1494 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 217.55 | 2143 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 207.68 | 2043 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 151.48 | 1494 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 193.66 | 1869 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 178.67 | 1775 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 217.55 | 2143 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 195.55 | 1932 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(b) Pre-Order Response Times (TN Reservation) IMA Response Diagnostic | January 2012 | 3997.27 | 1857 | :00 | 0.61 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 5109 | 1825 | :00 | 0.84 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5346.6 | 1407 | :00 | 1.25 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 7267.29 | 1369 | :12 | 2.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4055.91 | 1494 | :24 | 0.76 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 4927.74 | 2143 | :00 | 0.68 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 6007.17 | 2043 | :36 | 0.88 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4055.91 | 1494 | :24 | 0.76 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 4959.36 | 1869 | :00 | 0.74 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 3997.27 | 1775 | :00 | 0.61 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 4927.74 | 2143 | :00 | 0.68 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 4562.47 | 1932 | :24 | 0.77 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(c) Pre-Order Response Times (TN Reservation) IMA Accept Diagnostic | January 2012 | 1053.82 | 1857 | :48 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 910.01 | 1825 | :00 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 787.92 | 1407 | :24 | 0.49 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 1146.18 | 1369 | :48 | 0.26 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | September 2011 | 672.09 | 1494 | :00 | 0.31 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 831.75 | 2143 | :36 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 1005.6 | 2043 | :36 | 0.3 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 672.09 | 1494 | :00 | 0.31 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 826.4 | 1869 | :36 | 0.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 1053.82 | 1775 | :36 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 831.75 | 2143 | :36 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 752.06 | 1932 | :36 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7 Total  Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate Benchmark  20 | January 2012 | 54642.4 | 6895 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 12333.61 | 1437 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 8155.02 | 1366 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 17810.72 | 1466 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 9793.71 | 1214 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 13331.05 | 1677 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 13390.93 | 1512 | :24 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 9793.71 | 1214 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 12301.03 | 1548 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 54642.4 | 6893 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 13331.05 | 1677 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 12244.8 | 1518 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(a)  Pre-Order Response Times (Loop Qualification Tools) IMA Request Diagnostic | January 2012 | 1092.65 | 6895 | :24 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 184.52 | 1437 | :12 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 177.58 | 1366 | :12 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 336.85 | 1466 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 176.06 | 1214 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 243.86 | 1677 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 188.95 | 1512 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 176.06 | 1214 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 228.7 | 1548 | :00 | 0.1 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 1092.65 | 6893 | :24 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 243.86 | 1677 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 220.19 | 1518 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(b)  Pre-Order Response Times (Loop Qualification Tools) IMA Response Diagnostic | January 2012 | 53549.75 | 6895 | :48 | 4.81 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 12149.09 | 1437 | :00 | 5.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 7977.44 | 1366 | :36 | 2.18 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 17473.87 | 1466 | :00 | 18.17 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 9617.65 | 1214 | :48 | 5.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 13087.19 | 1677 | :00 | 6.54 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 13201.98 | 1512 | :12 | 6 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 9617.65 | 1214 | :48 | 5.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 12072.33 | 1548 | :00 | 6.21 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 53549.75 | 6893 | :48 | 4.81 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 13087.19 | 1677 | :00 | 6.54 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 12024.61 | 1518 | :48 | 5.88 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9 Total  Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate  Benchmark  25 | January 2012 | 4642.72 | 836 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 5391.11 | 830 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 6312.41 | 823 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 5569.45 | 835 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 5950.52 | 827 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5885.93 | 960 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 6478.18 | 948 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 5950.52 | 827 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5592.08 | 867 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 4642.72 | 826 | :48 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5885.93 | 960 | :12 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5616.26 | 921 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(a)  Pre-Order Response Times (Connecting Facility Assignment) IMA Request  Diagnostic | January 2012 | 83.16 | 836 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 85.45 | 830 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 82.3 | 823 | :00 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 91.85 | 835 | :24 | 0.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 83.34 | 827 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 97.13 | 960 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 95.58 | 948 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 83.34 | 827 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 88.82 | 867 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 83.16 | 826 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 97.13 | 960 | :00 | 0 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 94.59 | 921 | :00 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(b)  Pre-Order Response Times (Connecting Facility Assignment) IMA Response  Diagnostic | January 2012 | 4559.56 | 836 | :00 | 5.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 5305.66 | 830 | :36 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 6230.11 | 823 | :48 | 3.2 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 5477.6 | 835 | :24 | 3.72 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 5867.18 | 827 | :36 | 5.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 5788.8 | 960 | :12 | 2.43 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 6382.6 | 948 | :12 | 5.29 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 5867.18 | 827 | :36 | 5.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 5503.26 | 867 | :00 | 3.89 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 4559.56 | 826 | :48 | 5.9 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 5788.8 | 960 | :12 | 2.43 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 5521.67 | 921 | :00 | 1.37 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-1  Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response Benchmark 10 | January 2012 | 17772.73 | 3865 | :00 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 5905.03 | 1609 | :48 | 1.19 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 4041.09 | 4989 | :24 | 0.39 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 4106.21 | 5233 | :36 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4106.21 | 5233 | :36 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | August 2011 | 15320.02 | 4546 | :48 | 2.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 16388.35 | 4565 | :36 | 1.21 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 11569.62 | 3831 | :48 | 0.86 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 15316.2 | 4572 | :00 | 3.86 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 17772.73 | 3889 | :48 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 15320.02 | 4546 | :48 | 2.98 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 14465.24 | 4357 | :48 | 2.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-10  Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response  Benchmark 30 | January 2012 | 2653.24 | 747 | :00 | 2.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 1385.51 | 316 | :12 | 5.83 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 3509.01 | 921 | :24 | 3.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 2890.81 | 736 | :12 | 4.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 2890.81 | 736 | :12 | 4.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 2722.54 | 856 | :12 | 3.79 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 3833.95 | 874 | :36 | 4.88 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 2890.81 | 736 | :12 | 4.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 3570.92 | 894 | :36 | 4.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 2653.24 | 739 | :36 | 2.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 2722.54 | 856 | :12 | 3.79 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 2546.78 | 826 | :12 | 4.07 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-2  Pre-Order Response Times (Service Availability XML) XML Request/Response  Benchmark 25 | January 2012 | 35513.92 | 4814 | :12 | 7.18 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 9306.64 | 1931 | :48 | 3.73 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 13428.25 | 5225 | :48 | 0.36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 7234.43 | 5925 | :48 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 4999.96 | 6087 | :48 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 42828.25 | 5349 | :24 | 4.4 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 32281.68 | 5419 | :24 | 3.5 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 35243.19 | 4543 | :24 | 4.53 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 43989.27 | 5443 | :12 | 6.58 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 35513.92 | 4915 | :12 | 7.18 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 42828.25 | 5349 | :24 | 4.4 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 48116.74 | 5139 | :24 | 5.44 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-3  Pre-Order Response Times (Facility Check XML) XML Request/Response  Benchmark 25 | January 2012 | 3238.5 | 735 | :24 | 5.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 2967.58 | 451 | :12 | 8.71 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 8113.08 | 7954 | :48 | 0.12 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 6838.23 | 8231 | :12 | 1.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 6838.23 | 8231 | :12 | 1.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 8088.48 | 1233 | :24 | 9.83 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 8569.3 | 1279 | :00 | 8.64 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 6229.65 | 1047 | :00 | 8.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 7535.42 | 1258 | :36 | 8.25 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 3238.5 | 635 | :00 | 5.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 8088.48 | 1233 | :24 | 9.83 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 6673.59 | 1177 | :48 | 7.89 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-4  Pre-Order Response Times (Address Validation XML) XML Request/Response  Benchmark 10 | January 2012 | 21608.29 | 6121 | :12 | 6.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 6154.73 | 2753 | :36 | 2.29 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 11462.64 | 6823 | :12 | 0.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 12538.32 | 7044 | :12 | 0.31 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 13124.72 | 8040 | :12 | 0.21 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 18365.75 | 7752 | :48 | 3.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 19657.64 | 7789 | :48 | 1.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 13708.49 | 6520 | :00 | 1.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 17936.2 | 7825 | :36 | 3.39 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 21608.29 | 6209 | :12 | 6.62 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 18365.75 | 7752 | :48 | 3.11 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 16057.8 | 7406 | :48 | 1.31 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-5  Pre-Order Response Times (Get CSR XML) XML Request/Response Benchmark 12.5 | January 2012 | 5420.92 | 1255 | :48 | 5.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 2987.11 | 1766 | :36 | 3.26 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 7487.57 | 8413 | :36 | 0.33 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 6824.75 | 8668 | :36 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 6824.75 | 8668 | :36 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 6620.45 | 1897 | :36 | 7.3 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 5755.94 | 1843 | :48 | 7.13 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 4109.73 | 1468 | :00 | 4.92 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 4805.56 | 1780 | :00 | 4.93 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 5420.92 | 1291 | :00 | 5.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 6620.45 | 1897 | :36 | 7.3 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 4869.55 | 1854 | :12 | 5.6 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-6  Pre-Order Response Times (TN Reservation XML) XML Request/Response Benchmark 10 | January 2012 | 7956.96 | 3208 | :12 | 5.33 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 3823.4 | 1307 | :12 | 1.25 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 2997.26 | 3794 | :36 | 0.33 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 3212.79 | 3894 | :12 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 3212.79 | 3894 | :12 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 8631.48 | 3779 | :12 | 0.91 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 11437.53 | 3763 | :36 | 1.19 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 8131.91 | 3128 | :00 | 2.05 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 10552.19 | 3742 | :48 | 3.08 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 7956.96 | 3108 | :24 | 5.33 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 8631.48 | 3779 | :12 | 0.91 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 8140.11 | 3576 | :12 | 0.84 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-7  Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response  Benchmark 20 | January 2012 | 19115 | 1893 | :00 | 8.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 17431.25 | 1355 | :24 | 6.03 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 5572.84 | 6124 | :24 | 0.34 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 5281.96 | 6443 | :48 | 0.35 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 5281.96 | 6443 | :48 | 0.35 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 40253.43 | 3759 | :24 | 6.17 | 0 | 0 | :00 | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | July 2011 | 52527.5 | 3777 | :24 | 6.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 37252.36 | 3165 | :48 | 6.42 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 41328.29 | 3825 | :00 | 6.61 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 19115 | 1876 | :36 | 8.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 40253.43 | 3759 | :24 | 6.17 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 39134.71 | 3606 | :00 | 6.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-9  Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response  Benchmark  25 | January 2012 | 3544.78 | 894 | :48 | 4.84 | 0 | 0 | :00 | 0.00 | 0.00 |
| | December 2011 | 2185.2 | 390 | :00 | 1.41 | 0 | 0 | :00 | 0.00 | 0.00 |
| | November 2011 | 2327.16 | 1892 | :12 | 0.36 | 0 | 0 | :00 | 0.00 | 0.00 |
| | October 2011 | 1561.26 | 1920 | :24 | 0.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| | September 2011 | 1561.26 | 1920 | :24 | 0.23 | 0 | 0 | :00 | 0.00 | 0.00 |
| | August 2011 | 4336.23 | 1049 | :12 | 1.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | July 2011 | 5959.91 | 1068 | :12 | 1.96 | 0 | 0 | :00 | 0.00 | 0.00 |
| | June 2011 | 3803.92 | 914 | :24 | 1.17 | 0 | 0 | :00 | 0.00 | 0.00 |
| | May 2011 | 4619.14 | 1092 | :12 | 2.59 | 0 | 0 | :00 | 0.00 | 0.00 |
| | April 2011 | 3544.78 | 885 | :24 | 4.84 | 0 | 0 | :00 | 0.00 | 0.00 |
| | March 2011 | 4336.23 | 1049 | :12 | 1.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| | February 2011 | 4256.03 | 1031 | :12 | 1.15 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-20  Manual Service Order Accuracy Resale & UNE-P (POTS)  Benchmark  0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 52 | 52 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 60 | 62 | 97% | 0.1767 | 0 | 0 | 0% | 0.00 | (0.06) |
| | October 2011 | 56 | 56 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 69 | 69 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 82 | 83 | 99% | 0.1091 | 0 | 0 | 0% | 0.00 | (0.12) |
| | July 2011 | 61 | 61 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 47 | 47 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 26 | 26 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 11 | 12 | 92% | 0.2764 | 0 | 0 | 0% | 0.00 | 0.11 |
| | March 2011 | 50 | 50 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 112 | 112 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| PO-20  Manual Service Order Accuracy Unbundled Loops  Benchmark  0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 410 | 412 | 100% | 0.0695 | 0 | 0 | 0% | 0.00 | (0.14) |
| | November 2011 | 362 | 367 | 99% | 0.1159 | 0 | 0 | 0% | 0.00 | (0.11) |
| | October 2011 | 229 | 229 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 451 | 451 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 494 | 498 | 99% | 0.0893 | 0 | 0 | 0% | 0.00 | (0.13) |
| | July 2011 | 589 | 592 | 99% | 0.071 | 0 | 0 | 0% | 0.00 | (0.14) |
| | June 2011 | 602 | 603 | 100% | 0.0407 | 0 | 0 | 0% | 0.00 | (0.15) |
| | May 2011 | 526 | 527 | 100% | 0.0435 | 0 | 0 | 0% | 0.00 | (0.15) |
| | April 2011 | 337 | 341 | 99% | 0.1077 | 0 | 0 | 0% | 0.00 | (0.12) |
| | March 2011 | 487 | 488 | 100% | 0.0452 | 0 | 0 | 0% | 0.00 | (0.15) |
| | February 2011 | 328 | 334 | 98% | 0.1328 | 0 | 0 | 0% | 0.00 | (0.10) |
| PO-2A  Electronic Flow-through for LSRs received via IMA LNP  Diagnostic | January 2012 | 5768 | 6530 | 88% | 0.3211 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 5496 | 6248 | 88% | 0.3254 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 4934 | 5557 | 89% | 0.3155 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 5912 | 6746 | 88% | 0.3292 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 6704 | 7481 | 90% | 0.3051 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 7535 | 8368 | 90% | 0.2994 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 6607 | 7437 | 89% | 0.3149 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 7264 | 8179 | 89% | 0.3152 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 6090 | 6981 | 87% | 0.3337 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 5935 | 6877 | 86% | 0.3438 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 6237 | 7168 | 87% | 0.3362 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 5505 | 6357 | 87% | 0.3407 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-2A  Electronic Flow-through for LSRs received via IMA Resale Aggregate W/O UNE-P-POTS  Diagnostic | January 2012 | 358 | 672 | 53% | 0.4989 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 284 | 416 | 68% | 0.4654 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 309 | 428 | 72% | 0.448 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 246 | 378 | 65% | 0.4767 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 307 | 425 | 72% | 0.4478 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 234 | 369 | 63% | 0.4817 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 139 | 254 | 55% | 0.4978 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 143 | 253 | 57% | 0.4957 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 105 | 162 | 65% | 0.4775 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 86 | 139 | 62% | 0.4857 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 85 | 169 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 110 | 240 | 46% | 0.4983 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-2A  Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate  Diagnostic | January 2012 | 1003 | 1389 | 72% | 0.448 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1017 | 1431 | 71% | 0.4534 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 815 | 1167 | 70% | 0.459 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 867 | 1185 | 73% | 0.4431 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 990 | 1381 | 72% | 0.4505 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1280 | 1739 | 74% | 0.4408 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1061 | 1505 | 71% | 0.4561 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 1310 | 1841 | 71% | 0.453 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1249 | 1789 | 70% | 0.4591 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1261 | 1880 | 67% | 0.4699 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1491 | 2039 | 73% | 0.4433 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 1210 | 1619 | 75% | 0.4345 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-2A  Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG)  Diagnostic | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 18 | 23 | 78% | 0.4125 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP Benchmark 0.95 | January 2012 | 5768 | 5837 | 99% | 0.1081 | 0 | 0 | 0% | 0.00 | (0.12) |
| | December 2011 | 5496 | 5569 | 99% | 0.1137 | 0 | 0 | 0% | 0.00 | (0.12) |
| | November 2011 | 4934 | 4995 | 99% | 0.1098 | 0 | 0 | 0% | 0.00 | (0.12) |
| | October 2011 | 5912 | 6011 | 98% | 0.1273 | 0 | 0 | 0% | 0.00 | (0.11) |
| | September 2011 | 6704 | 6775 | 99% | 0.1018 | 0 | 0 | 0% | 0.00 | (0.12) |
| | August 2011 | 7535 | 7606 | 99% | 0.0962 | 0 | 0 | 0% | 0.00 | (0.13) |
| | July 2011 | 6607 | 6683 | 99% | 0.106 | 0 | 0 | 0% | 0.00 | (0.12) |
| | June 2011 | 7264 | 7348 | 99% | 0.1063 | 0 | 0 | 0% | 0.00 | (0.12) |
| | May 2011 | 6090 | 6151 | 99% | 0.0991 | 0 | 0 | 0% | 0.00 | (0.13) |
| | April 2011 | 5935 | 5991 | 99% | 0.0962 | 0 | 0 | 0% | 0.00 | (0.13) |
| | March 2011 | 6237 | 6292 | 99% | 0.0931 | 0 | 0 | 0% | 0.00 | (0.13) |
| | February 2011 | 5505 | 5573 | 99% | 0.1098 | 0 | 0 | 0% | 0.00 | (0.12) |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS Benchmark 0.95 | January 2012 | 358 | 361 | 99% | 0.0908 | 0 | 0 | 0% | 0.00 | (0.13) |
| | December 2011 | 284 | 301 | 94% | 0.2308 | 0 | 0 | 0% | 0.00 | 0.02 |
| | November 2011 | 309 | 326 | 95% | 0.2223 | 0 | 0 | 0% | 0.00 | 0.01 |
| | October 2011 | 246 | 269 | 91% | 0.2796 | 0 | 0 | 0% | 0.00 | 0.11 |
| | September 2011 | 307 | 316 | 97% | 0.1663 | 0 | 0 | 0% | 0.00 | (0.07) |
| | August 2011 | 234 | 246 | 95% | 0.2154 | 0 | 0 | 0% | 0.00 | (0.00) |
| | July 2011 | 139 | 148 | 94% | 0.239 | 0 | 0 | 0% | 0.00 | 0.03 |
| | June 2011 | 143 | 158 | 91% | 0.2931 | 0 | 0 | 0% | 0.00 | 0.14 |
| | May 2011 | 105 | 110 | 95% | 0.2083 | 0 | 0 | 0% | 0.00 | (0.01) |
| | April 2011 | 86 | 90 | 96% | 0.2061 | 0 | 0 | 0% | 0.00 | (0.02) |
| | March 2011 | 85 | 100 | 85% | 0.3571 | 0 | 0 | 0% | 0.00 | 0.32 |
| | February 2011 | 110 | 119 | 92% | 0.2644 | 0 | 0 | 0% | 0.00 | 0.08 |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0.85 | January 2012 | 1003 | 1072 | 94% | 0.2454 | 0 | 0 | 0% | 0.00 | (0.30) |
| | December 2011 | 1017 | 1107 | 92% | 0.2733 | 0 | 0 | 0% | 0.00 | (0.24) |
| | November 2011 | 815 | 886 | 92% | 0.2715 | 0 | 0 | 0% | 0.00 | (0.25) |
| | October 2011 | 867 | 919 | 94% | 0.231 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 990 | 1067 | 93% | 0.2588 | 0 | 0 | 0% | 0.00 | (0.27) |
| | August 2011 | 1280 | 1372 | 93% | 0.2501 | 0 | 0 | 0% | 0.00 | (0.29) |
| | July 2011 | 1061 | 1160 | 91% | 0.2794 | 0 | 0 | 0% | 0.00 | (0.23) |
| | June 2011 | 1310 | 1436 | 91% | 0.2829 | 0 | 0 | 0% | 0.00 | (0.22) |
| | May 2011 | 1249 | 1340 | 93% | 0.2516 | 0 | 0 | 0% | 0.00 | (0.29) |
| | April 2011 | 1261 | 1359 | 93% | 0.2587 | 0 | 0 | 0% | 0.00 | (0.27) |
| | March 2011 | 1491 | 1595 | 93% | 0.2469 | 0 | 0 | 0% | 0.00 | (0.30) |
| | February 2011 | 1210 | 1304 | 93% | 0.2586 | 0 | 0 | 0% | 0.00 | (0.27) |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG) Benchmark 0.95 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 18 | 18 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| PO-3C LSR Rejection Notice Interval for Manual and IIS Product Aggregate Benchmark 1 | January 2012 | 1.44097222 | 2 | 17:17 | 0.118055556 | 0 | 0 | 00:00 | 0.00 | (0.84) |
| | December 2011 | 0.18194444 | 1 | 04:22 | 0 | 0 | 0 | 00:00 | 0.00 | (2.46) |
| | November 2011 | 1.07708333 | 2 | 12:55 | 0.650694444 | 0 | 0 | 00:00 | 0.00 | (1.38) |
| | October 2011 | 0.89305556 | 2 | 10:43 | 0.560416667 | 0 | 0 | 00:00 | 0.00 | (1.66) |
| | September 2011 | 0.85069444 | 1 | 20:25 | 0 | 0 | 0 | 00:00 | 0.00 | (0.45) |
| | August 2011 | 1.9125 | 4 | 11:28 | 0.39375 | 0 | 0 | 00:00 | 0.00 | (1.57) |
| | July 2011 | 0.88819444 | 2 | 10:39 | 0.411111111 | 0 | 0 | 00:00 | 0.00 | (1.67) |
| | June 2011 | 1.53611111 | 3 | 12:17 | 0.371527778 | 0 | 0 | 00:00 | 0.00 | (1.46) |
| | May 2011 | 3.99791667 | 7 | 13:42 | 0.317361111 | 0 | 0 | 00:00 | 0.00 | (1.29) |
| | April 2011 | 1.40208333 | 4 | 08:25 | 0.336805556 | 0 | 0 | 00:00 | 0.00 | (1.95) |
| | March 2011 | 3.18125 | 9 | 08:29 | 0.434027778 | 0 | 0 | 00:00 | 0.00 | (1.94) |
| | February 2011 | 0.84097222 | 3 | 06:44 | 0.406944444 | 0 | 0 | 00:00 | 0.00 | (2.16) |
| PO-3X LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate Benchmark 0.5 | January 2012 | 31.8673611 | 299 | 02:33 | 1.295833333 | 0 | 0 | 00:00 | 0.00 | (2.36) |
| | December 2011 | 15.4520833 | 261 | 01:25 | 0.122916667 | 0 | 0 | 00:00 | 0.00 | (2.64) |
| | November 2011 | 65.9951389 | 268 | 05:55 | 1.281944444 | 0 | 0 | 00:00 | 0.00 | (1.52) |
| | October 2011 | 21.1722222 | 294 | 01:44 | 0.301388889 | 0 | 0 | 00:00 | 0.00 | (2.57) |
| | September 2011 | 13.39375 | 301 | 01:04 | 0.31875 | 0 | 0 | 00:00 | 0.00 | (2.73) |
| | August 2011 | 27.8993056 | 352 | 01:54 | 0.923611111 | 0 | 0 | 00:00 | 0.00 | (2.52) |
| | July 2011 | 9.71388889 | 260 | 00:54 | 0.058333333 | 0 | 0 | 00:00 | 0.00 | (2.78) |
| | June 2011 | 19.8548611 | 309 | 01:33 | 0.245138889 | 0 | 0 | 00:00 | 0.00 | (2.61) |
| | May 2011 | 14.8972222 | 358 | 01:00 | 0.057638889 | 0 | 0 | 00:00 | 0.00 | (2.75) |
| | April 2011 | 19.0326389 | 338 | 01:21 | 0.082638889 | 0 | 0 | 00:00 | 0.00 | (2.66) |
| | March 2011 | 18.8354167 | 309 | 01:28 | 0.130555556 | 0 | 0 | 00:00 | 0.00 | (2.63) |
| | February 2011 | 13.2840278 | 248 | 01:17 | 0.078472222 | 0 | 0 | 00:00 | 0.00 | (2.68) |
| PO-4A-1 LSRs Rejected for IMA - Rejected Manually Product Aggregate Diagnostic | January 2012 | 932 | 31344 | 3% | 0.1699 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 967 | 29595 | 3% | 0.1778 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 728 | 26022 | 3% | 0.1649 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 1009 | 30256 | 3% | 0.1795 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 977 | 31552 | 3% | 0.1732 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 1106 | 36678 | 3% | 0.171 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 853 | 31109 | 3% | 0.1633 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 994 | 33139 | 3% | 0.1706 | 0 | 0 | 0% | 0.00 | 0.00 |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | May 2011 | 903 | 30652 | 3% | 0.1691 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 921 | 33362 | 3% | 0.1638 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 1091 | 37789 | 3% | 0.1674 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 906 | 31526 | 3% | 0.1671 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-4A-2  LSRs Rejected for IMA - Auto-Rejected Product Aggregate  Diagnostic | January 2012 | 12528 | 31344 | 40% | 0.4898 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 12418 | 29595 | 42% | 0.4935 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 12167 | 26022 | 47% | 0.4989 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 13567 | 30256 | 45% | 0.4973 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 12915 | 31552 | 41% | 0.4917 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 15060 | 36678 | 41% | 0.4919 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 13623 | 31109 | 44% | 0.4961 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 14481 | 33139 | 44% | 0.496 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 13033 | 30652 | 43% | 0.4944 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 15139 | 33362 | 45% | 0.4979 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 17144 | 37789 | 45% | 0.4978 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 13762 | 31526 | 44% | 0.496 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-4C  LSRs Received via Facsimile Product Aggregate  Diagnostic | January 2012 | 2 | 8 | 25% | 0.433 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 1 | 9 | 11% | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 2 | 6 | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 2 | 6 | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 1 | 4 | 25% | 0.433 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 4 | 5 | 80% | 0.4 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 2 | 4 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 3 | 9 | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 7 | 15 | 47% | 0.4989 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 4 | 8 | 50% | 0.5 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 9 | 20 | 45% | 0.4975 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 3 | 11 | 27% | 0.4454 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-5A-(a)  FOCs On Time for Fully Electronic LSRs Received Via IMA Resale Aggregate  Benchmark  0.95 | January 2012 | 165 | 165 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 149 | 149 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 159 | 159 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 203 | 203 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | September 2011 | 283 | 283 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 208 | 208 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 122 | 122 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 132 | 132 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | May 2011 | 84 | 84 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 67 | 67 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 75 | 75 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 109 | 109 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| PO-5A-(b)  FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate  Benchmark 0.95 | January 2012 | 697 | 697 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 751 | 751 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 597 | 597 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | October 2011 | 634 | 637 | 100% | 0.0685 | 0 | 0 | 0% | 0.00 | (0.14) |
| | September 2011 | 741 | 741 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 1012 | 1012 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 811 | 811 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 957 | 958 | 100% | 0.0323 | 0 | 0 | 0% | 0.00 | (0.15) |
| | May 2011 | 949 | 949 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 914 | 914 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 1071 | 1072 | 100% | 0.0305 | 0 | 0 | 0% | 0.00 | (0.15) |
| | February 2011 | 913 | 914 | 100% | 0.0331 | 0 | 0 | 0% | 0.00 | (0.15) |
| PO-5A-(c)  FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark 0.95 | January 2012 | 5091 | 5091 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | December 2011 | 5054 | 5055 | 100% | 0.0141 | 0 | 0 | 0% | 0.00 | (0.16) |
| | November 2011 | 4402 | 4408 | 100% | 0.0369 | 0 | 0 | 0% | 0.00 | (0.15) |
| | October 2011 | 5327 | 5334 | 100% | 0.0362 | 0 | 0 | 0% | 0.00 | (0.15) |
| | September 2011 | 5955 | 5956 | 100% | 0.013 | 0 | 0 | 0% | 0.00 | (0.16) |
| | August 2011 | 6729 | 6729 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | July 2011 | 5858 | 5858 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | June 2011 | 6470 | 6481 | 100% | 0.0412 | 0 | 0 | 0% | 0.00 | (0.15) |
| | May 2011 | 5438 | 5438 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | April 2011 | 5338 | 5339 | 100% | 0.0137 | 0 | 0 | 0% | 0.00 | (0.16) |
| | March 2011 | 5569 | 5569 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.16) |
| | February 2011 | 4852 | 4853 | 100% | 0.0144 | 0 | 0 | 0% | 0.00 | (0.16) |
| PO-5B-(a)  FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate  Benchmark  0.9 | January 2012 | 165 | 165 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 46 | 46 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 47 | 47 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 54 | 54 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 70 | 70 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 88 | 88 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 75 | 75 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 59 | 59 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 30 | 30 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 28 | 28 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 56 | 56 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 104 | 104 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5B-(b)  FOCs On Time For Electronic/Manual LSRs Received Via IMA Unbundled Loop AGG-EELs  Benchmark 0.9 | January 2012 | 740 | 766 | 97% | 0.1811 | 0 | 0 | 0% | 0.00 | (0.22) |
| | December 2011 | 743 | 777 | 96% | 0.2046 | 0 | 0 | 0% | 0.00 | (0.19) |
| | November 2011 | 689 | 707 | 97% | 0.1575 | 0 | 0 | 0% | 0.00 | (0.25) |
| | October 2011 | 691 | 708 | 98% | 0.1531 | 0 | 0 | 0% | 0.00 | (0.25) |
| | September 2011 | 748 | 761 | 98% | 0.1296 | 0 | 0 | 0% | 0.00 | (0.28) |
| | August 2011 | 813 | 835 | 97% | 0.1602 | 0 | 0 | 0% | 0.00 | (0.25) |
| | July 2011 | 779 | 799 | 98% | 0.1562 | 0 | 0 | 0% | 0.00 | (0.25) |
| | June 2011 | 931 | 957 | 97% | 0.1626 | 0 | 0 | 0% | 0.00 | (0.24) |
| | May 2011 | 919 | 945 | 97% | 0.1636 | 0 | 0 | 0% | 0.00 | (0.24) |

| Metric | Month | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | April 2011 | 1062 | 1071 | 99% | 0.0913 | 0 | 0 | 0% | 0.00 | (0.31) |
| | March 2011 | 1025 | 1039 | 99% | 0.1153 | 0 | 0 | 0% | 0.00 | (0.29) |
| | February 2011 | 815 | 823 | 99% | 0.0981 | 0 | 0 | 0% | 0.00 | (0.30) |
| PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9 | January 2012 | 710 | 710 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 680 | 680 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 556 | 556 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 779 | 779 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 731 | 731 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 789 | 789 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 771 | 771 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 822 | 822 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 801 | 801 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 862 | 862 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 865 | 865 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 803 | 803 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5C-(a) FOCs on Time for Manual Resale Aggregate Benchmark 0.9 | January 2012 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5C-(b) FOCs on Time for Manual Unbundled Loop AGG-EELs Benchmark 0.9 | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9 | January 2012 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | December 2011 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | November 2011 | 4 | 4 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | October 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | September 2011 | 2 | 2 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | August 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | July 2011 | 1 | 1 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | June 2011 | 5 | 5 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | May 2011 | 6 | 6 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | April 2011 | 3 | 3 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | March 2011 | 8 | 8 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| | February 2011 | 7 | 7 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85 | January 2012 | 39 | 39 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | December 2011 | 16 | 16 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | November 2011 | 16 | 16 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | October 2011 | 52 | 52 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | September 2011 | 29 | 29 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | August 2011 | 60 | 60 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | July 2011 | 59 | 59 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | June 2011 | 125 | 125 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | May 2011 | 93 | 93 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | April 2011 | 34 | 34 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | March 2011 | 34 | 34 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| | February 2011 | 95 | 95 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.53) |
| PO-6 Work Completion Notification Timeliness All Benchmark 0.25 | January 2012 | 37.6388889 | 5958 | 00:09 | 0.026388889 | 0 | 0 | 00:00 | 0.00 | (2.92) |
| | December 2011 | 29.5513889 | 6032 | 00:07 | 0.009027778 | 0 | 0 | 00:00 | 0.00 | (2.94) |
| | November 2011 | 31.4229167 | 6217 | 00:07 | 0.019444444 | 0 | 0 | 00:00 | 0.00 | (2.94) |
| | October 2011 | 40.5361111 | 6152 | 00:09 | 0.038888889 | 0 | 0 | 00:00 | 0.00 | (2.92) |
| | September 2011 | 31.5506944 | 6510 | 00:07 | 0.027777778 | 0 | 0 | 00:00 | 0.00 | (2.94) |
| | August 2011 | 44.0770833 | 7017 | 00:09 | 0.042361111 | 0 | 0 | 00:00 | 0.00 | (2.92) |
| | July 2011 | 98.3340278 | 6468 | 00:22 | 0.065277778 | 0 | 0 | 00:00 | 0.00 | (2.82) |
| | June 2011 | 46.2159722 | 6838 | 00:10 | 0.11875 | 0 | 0 | 00:00 | 0.00 | (2.92) |
| | May 2011 | 31.9597222 | 5995 | 00:08 | 0.038888889 | 0 | 0 | 00:00 | 0.00 | (2.94) |
| | April 2011 | 26.9104167 | 5899 | 00:07 | 0.049305556 | 0 | 0 | 00:00 | 0.00 | (2.95) |
| | March 2011 | 31.8805556 | 6954 | 00:07 | 0.022222222 | 0 | 0 | 00:00 | 0.00 | (2.94) |
| | February 2011 | 49.0395833 | 6006 | 00:12 | 0.091666667 | 0 | 0 | 00:00 | 0.00 | (2.90) |
| PO-7X,C Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All Parity | January 2012 | 2779 | 2780 | 100% | 0.019 | 159768 | 159768 | 100% | 0.00 | 0.00 |
| | December 2011 | 2969 | 2969 | 100% | 0 | 168303 | 168303 | 100% | 0.00 | 0.00 |
| | November 2011 | 2931 | 2931 | 100% | 0 | 159101 | 159101 | 100% | 0.00 | 0.00 |
| | October 2011 | 2942 | 2942 | 100% | 0 | 176087 | 176087 | 100% | 0.00 | 0.00 |
| | September 2011 | 3032 | 3032 | 100% | 0 | 181825 | 181825 | 100% | 0.00 | 0.00 |
| | August 2011 | 3395 | 3395 | 100% | 0 | 180713 | 180713 | 100% | 0.00 | 0.00 |
| | July 2011 | 3022 | 3022 | 100% | 0 | 177421 | 177421 | 100% | 0.00 | 0.00 |
| | June 2011 | 3603 | 3603 | 100% | 0 | 222217 | 222217 | 100% | 0.00 | 0.00 |
| | May 2011 | 3361 | 3361 | 100% | 0 | 226217 | 226217 | 100% | 0.00 | 0.00 |
| | April 2011 | 3343 | 3343 | 100% | 0 | 216173 | 216173 | 100% | 0.00 | 0.00 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | March 2011 | 3670 | 3670 | 100% | 0 | 206731 | 206731 | 100% | 0.00 | 0.00 |
| | February 2011 | 3175 | 3175 | 100% | 0 | 209854 | 209854 | 100% | 0.00 | 0.00 |
| PO-8A   Jeopardy Notice Interval Non-Designed Services  Parity | January 2012 | 13 | 3 | 4 | 1.53 | 27 | 23 | 1 | -3.25 | (2.97) |
| | December 2011 | 6 | 1 | 6 | 0 | 24 | 27 | 1 | -8.69 | (6.29) |
| | November 2011 | 8 | 2 | 4 | 2.83 | 48 | 25 | 2 | -0.85 | (1.52) |
| | October 2011 | 6 | 2 | 3 | 2.83 | 62 | 43 | 1 | -0.64 | (1.39) |
| | September 2011 | 2 | 1 | 2 | 0 | 37 | 41 | 1 | -1.18 | (1.72) |
| | August 2011 | 6 | 1 | 6 | 0 | 47 | 45 | 1 | -4.80 | (3.92) |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 1 | 0 | 0 | 59 | 30 | 2 | 0.54 | (0.62) |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 3 | 1 | 3 | 0 | 37 | 28 | 1 | -0.98 | (1.60) |
| | March 2011 | 4 | 1 | 4 | 0 | 34 | 25 | 1 | -1.31 | (1.80) |
| | February 2011 | 11 | 3 | 4 | 3.21 | 21 | 22 | 1 | -2.36 | (2.44) |
| PO-8B   Jeopardy Notice Interval Unbundled Loops and Number Portability  Parity | January 2012 | 191 | 63 | 3 | 1.58 | 27 | 23 | 1 | -4.81 | (3.92) |
| | December 2011 | 252 | 71 | 4 | 1.8 | 24 | 27 | 1 | -20.38 | (13.39) |
| | November 2011 | 282 | 88 | 3 | 2.14 | 48 | 25 | 2 | -1.70 | (2.04) |
| | October 2011 | 209 | 77 | 3 | 1.94 | 62 | 43 | 1 | -1.98 | (2.20) |
| | September 2011 | 185 | 58 | 3 | 2.26 | 37 | 41 | 1 | -12.23 | (8.43) |
| | August 2011 | 385 | 106 | 4 | 2.28 | 47 | 45 | 1 | -14.24 | (9.66) |
| | July 2011 | 376 | 96 | 4 | 1.81 | 36 | 34 | 1 | -23.86 | (15.51) |
| | June 2011 | 609 | 95 | 6 | 13 | 59 | 30 | 2 | -5.87 | (4.57) |
| | May 2011 | 313 | 84 | 4 | 2.21 | 35 | 22 | 2 | -2.57 | (2.56) |
| | April 2011 | 235 | 62 | 4 | 2.57 | 37 | 28 | 1 | -6.46 | (4.93) |
| | March 2011 | 251 | 77 | 3 | 2.54 | 34 | 25 | 1 | -4.18 | (3.54) |
| | February 2011 | 201 | 54 | 4 | 2.62 | 21 | 22 | 1 | -5.87 | (4.57) |
| PO-8D   Jeopardy Notice Interval UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| | February 2011 | 31 | 3 | 10 | 10.97 | 21 | 22 | 1 | -8.18 | (5.97) |
| PO-9A   Timely Jeopardy Notices Non-Designed Services  Parity | January 2012 | 2 | 9 | 22% | 0.4157 | 7 | 95 | 7% | -1.63 | (1.99) |
| | December 2011 | 0 | 5 | 0% | 0 | 9 | 91 | 10% | 0.72 | (1.16) |
| | November 2011 | 0 | 1 | 0% | 0 | 7 | 115 | 6% | 0.25 | (1.94) |
| | October 2011 | 1 | 2 | 50% | 0.5 | 18 | 123 | 15% | -1.40 | (1.85) |
| | September 2011 | 1 | 3 | 33% | 0.4714 | 13 | 119 | 11% | -1.23 | (1.75) |
| | August 2011 | 0 | 2 | 0% | 0 | 21 | 120 | 18% | 0.65 | (1.29) |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 1 | 1 | 100% | 0 | 12 | 86 | 14% | -2.47 | (2.50) |
| | March 2011 | 0 | 1 | 0% | 0 | 5 | 94 | 5% | 0.24 | (1.98) |
| | February 2011 | 2 | 3 | 67% | 0.4714 | 8 | 104 | 8% | -3.78 | (3.30) |
| PO-9B   Timely Jeopardy Notices Unbundled Loops and Number Portability  Parity | January 2012 | 10 | 70 | 14% | 0.3499 | 7 | 95 | 7% | -1.68 | (2.02) |
| | December 2011 | 26 | 48 | 54% | 0.4983 | 9 | 91 | 10% | -8.31 | (6.05) |
| | November 2011 | 25 | 44 | 57% | 0.4953 | 7 | 115 | 6% | -11.97 | (8.28) |
| | October 2011 | 6 | 42 | 14% | 0.3499 | 18 | 123 | 15% | 0.06 | (1.14) |
| | September 2011 | 14 | 42 | 33% | 0.4714 | 13 | 119 | 11% | -4.00 | (3.43) |
| | August 2011 | 30 | 65 | 46% | 0.4985 | 21 | 120 | 18% | -4.90 | (3.98) |
| | July 2011 | 30 | 59 | 51% | 0.4999 | 11 | 92 | 12% | -7.19 | (5.37) |
| | June 2011 | 25 | 67 | 37% | 0.4836 | 6 | 99 | 6% | -8.28 | (6.03) |
| | May 2011 | 17 | 45 | 38% | 0.4848 | 9 | 90 | 10% | -5.07 | (4.08) |
| | April 2011 | 8 | 45 | 18% | 0.3823 | 12 | 86 | 14% | -0.60 | (1.36) |
| | March 2011 | 10 | 42 | 24% | 0.4259 | 5 | 94 | 5% | -4.44 | (3.70) |
| | February 2011 | 18 | 58 | 31% | 0.4626 | 8 | 104 | 8% | -5.35 | (4.25) |
| PO-9C   Timely Jeopardy Notices LIS Trunk Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 2 | 0% | 0 | 0 | 2 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 1 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 1 | 0% | 0 | 0 | 6 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | February 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-9D   Timely Jeopardy Notices UNE - P (POTS)  Parity | January 2012 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | December 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | November 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | October 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | September 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | August 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | July 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | June 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | May 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | April 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| | March 2011 | 0 | 0 | 0% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |

| | | 1 | 3 | 33% | 0.4714 | 8 | 104 | 8% | -1.64 | (2.00) |
|---|---|---|---|---|---|---|---|---|---|---|
| February 2011 | | | | | | | | | | |

| | |
|---|---|
| February 2011 | |
| 0 January 2012 | |
| December 2011 | |
| November 2011 | |
| October 2011 | |
| September 2011 | |
| August 2011 | |
| July 2011 | |
| June 2011 | |
| May 2011 | |
| April 2011 | |
| March 2011 | |
| February 2011 | |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| 0 January 2012 | |
| December 2011 | |
| November 2011 | |
| October 2011 | |
| September 2011 | |
| August 2011 | |
| July 2011 | |
| June 2011 | |
| May 2011 | |
| April 2011 | |
| March 2011 | |
| February 2011 | |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| 0 January 2012 | |
| December 2011 | |
| November 2011 | |
| October 2011 | |
| September 2011 | |
| August 2011 | |
| July 2011 | |
| June 2011 | |
| May 2011 | |
| April 2011 | |
| March 2011 | |
| February 2011 | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 0 | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| 0 | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| 0 | January 2012 | | | | | | |
| | December 2011 | | | | | | |
| | November 2011 | | | | | | |
| | October 2011 | | | | | | |
| | September 2011 | | | | | | |
| | August 2011 | | | | | | |
| | July 2011 | | | | | | |
| | June 2011 | | | | | | |
| | May 2011 | | | | | | |
| | April 2011 | | | | | | |
| | March 2011 | | | | | | |
| | February 2011 | | | | | | |
| 0 | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| 0 | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| 0 | January 2012 | | | | | | |
| | December 2011 | | | | | | |
| | November 2011 | | | | | | |
| | October 2011 | | | | | | |
| | September 2011 | | | | | | |
| | August 2011 | | | | | | |
| | July 2011 | | | | | | |
| | June 2011 | | | | | | |
| | May 2011 | | | | | | |
| | April 2011 | | | | | | |
| | March 2011 | | | | | | |
| | February 2011 | | | | | | |
| 0 | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| | #REF! | | | | | | |
| 0 | #REF! | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| 0 January 2012 | | | | | | | |
| December 2011 | | | | | | | |
| November 2011 | | | | | | | |
| October 2011 | | | | | | | |
| September 2011 | | | | | | | |
| August 2011 | | | | | | | |
| July 2011 | | | | | | | |
| June 2011 | | | | | | | |
| May 2011 | | | | | | | |
| April 2011 | | | | | | | |
| March 2011 | | | | | | | |
| February 2011 | | | | | | | |
| 0 #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| 0 #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| 0 January 2012 | | | | | | | |
| December 2011 | | | | | | | |
| November 2011 | | | | | | | |
| October 2011 | | | | | | | |
| September 2011 | | | | | | | |
| August 2011 | | | | | | | |
| July 2011 | | | | | | | |
| June 2011 | | | | | | | |
| May 2011 | | | | | | | |
| April 2011 | | | | | | | |
| March 2011 | | | | | | | |
| February 2011 | | | | | | | |
| 0 #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| 0 #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| #REF! | | | | | | | |
| 0 January 2012 | | | | | | | |
| December 2011 | | | | | | | |

| | |
|---|---|
| | November 2011 |
| | October 2011 |
| | September 2011 |
| | August 2011 |
| | July 2011 |
| | June 2011 |
| | May 2011 |
| | April 2011 |
| | March 2011 |
| | February 2011 |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| 0 | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |
| | #REF! |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0

0

0

0

0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0

0

0

0

0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0

0

0

0

0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0

0

0

0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0

0

0

0

0

0

| | 0 |
|---|---|
| | 0 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |

0

0

0

0

0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0
0
0
0
0
0
0

0

0
0
0
0
0
0

0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0      0
0
0
0
0
0
0
0
0
0
0
0
0
0

| Combined | Standard | Benchmark |
|---|---|---|
| BI-1A  Time to Provide Usage Records UNEs and Resale Aggregate  Parity | Parity | |
| BI-1B  Time to Provide Usage Records Jointly-provided Switched Access  Benchmark  0.95 | Benchmark | 0.95 |
| BI-1C-1  Time to Provide Usage Records  [CAT11] UNEs and Resale Aggregate  Parity | Parity | |
| BI-1C-2  Time to Provide Usage Records [CAT10] UNEs and Resale Aggregate  Parity | Parity | |
| BI-2  Invoices Delivered within 10 Days All  Parity by Design | Parity by Design | |
| BI-3A  Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate  Benchmark  0.98 | Benchmark | 0.98 |
| BI-3B  Billing Accuracy - Adjustments for Errors Reciprocal Compensation  Benchmark  0.95 | Benchmark | 0.95 |
| BI-4A  Billing Completeness UNEs and Resale Aggregate  Parity | Parity | |
| BI-4B  Billing Completeness Reciprocal Compensation  Benchmark  0.95 | Benchmark | 0.95 |
| BI-5A  Billing Accuracy & Claims Processing - Acknowledgment All  Benchmark  0.95 | Benchmark | 0.95 |
| BI-5B  Billing Accuracy & Claims Processing - Resolution All  Benchmark  0.95 | Benchmark | 0.95 |
| CP-1A  Scheduled Interval 90 Calender Days or Less All  Benchmark  90 | Benchmark | 90 |
| CP-1B  Scheduled Interval 91 to 120 Calendar Days All  Benchmark  120 | Benchmark | 120 |
| CP-1C  Scheduled Interval 121 to 150 Calendar Days All  Benchmark  150 | Benchmark | 150 |
| CP-2B  Non-Forcasted & Late Forecasted Collocations All  Benchmark  0.9 | Benchmark | 0.9 |
| CP-2C  Collocations with Intervals Longer than 120 Days All  Benchmark  0.9 | Benchmark | 0.9 |
| CP-3  Collocation Feasibility Study Interval All  Benchmark  10 | Benchmark | 10 |
| CP-4  Collocation Feasibility Study Commitments Met All  Benchmark  0.9 | Benchmark | 0.9 |
| DA-1  Speed of Answer - Directory Assistance    Parity by Design | Parity by Design | |
| DB-1A  Time to Update Databases E911  Parity by Design | Parity by Design | |
| DB-1B  Time to Update Databases LIDB  Parity by Design | Parity by Design | |
| DB-1C-1  Time to Update Databases Directory Listing  Parity by Design | Parity by Design | |
| DB-2C-1  Accurate Database Updates Directory Listing  Parity by Design | Parity by Design | |
| GA-1  Gateway Availability - IMA-GUI All  Benchmark  0.9925 | Benchmark | 0.9925 |
| GA-1  Gateway Availability - IMA-GUI SIA  Benchmark  0.9925 | Benchmark | 0.9925 |
| GA-3  Gateway Availability - EB-TA    Benchmark  0.9925 | Benchmark | 0.9925 |
| GA-4  System Availability - EXACT    Benchmark  0.9925 | Benchmark | 0.9925 |
| GA-6  Gateway Availability - GUI - Repair    Benchmark  0.9925 | Benchmark | 0.9925 |
| GA-7  Timely Outage Resolution following Software Releases GA-7 XML Reporting  Benchmark  0.95 | Benchmark | 0.95 |
| GA-8  Gateway Availability - IMA-XML GA-8 XML Reporting  Benchmark  0.9925 | Benchmark | 0.9925 |
| MR-10  Customer and Non-Qwest Related Trouble Reports Basic Rate ISDN  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Business  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Centrex  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Centrex 21  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports DS0  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports DS1  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports E911  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports ISDN Primary  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports LIS Trunk  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports PBX  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Residence  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports UDIT Above DS1 Level  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports UDIT DS1  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop - ADSL Qualified  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop - DS1 Capable  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop - XDSLi  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop Analog  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports Unbundled Loop ISDN Capable  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports UNE - P (POTS)  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports UNE P (Centrex 21)  Parity | Parity | |
| MR-10  Customer and Non-Qwest Related Trouble Reports UNE P (Centrex)  Parity | Parity | |
| MR-11A  LNP Trouble Reports Cleared within 4 Hours LNP  Parity  0.95 | Parity | 0.95 |
| MR-11B  LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP  Parity  0.95 | Parity | 0.95 |
| MR-2  Calls Answered within 20 seconds - Interconnect Repair Center All  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Basic Rate ISDN  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Business  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Centrex  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Centrex 21  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Line Sharing  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Line Splitting  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours PBX  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours Residence  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours UNE - P (POTS)  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours UNE P (Centrex 21)  Parity | Parity | |
| MR-3A  Out of Service Cleared within 24 Hours UNE P (Centrex)  Parity | Parity | |
| MR-3B  Out of Service Cleared within 24 Hours Business  Parity | Parity | |
| MR-3B  Out of Service Cleared within 24 Hours PBX  Parity | Parity | |
| MR-3B  Out of Service Cleared within 24 Hours Residence  Parity | Parity | |
| MR-3B  Out of Service Cleared within 24 Hours UNE - P (POTS)  Parity | Parity | |
| MR-3C  Out of Service Cleared within 24 Hours Business  Parity | Parity | |
| MR-3C  Out of Service Cleared within 24 Hours Line Sharing  Parity | Parity | |

| | | |
|---|---|---|
| MR-3C | Out of Service Cleared within 24 Hours Line Splitting  Parity | Parity |
| MR-3C | Out of Service Cleared within 24 Hours Residence  Parity | Parity |
| MR-3C | Out of Service Cleared within 24 Hours UNE - P (POTS)  Parity | Parity |
| MR-3C | Out of Service Cleared within 24 Hours UNE P (Centrex)  Parity | Parity |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified  Parity | Parity |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi  Parity | Parity |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop Analog  Parity | Parity |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable  Parity | Parity |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified  Parity | Parity |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi  Parity | Parity |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop Analog  Parity | Parity |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Basic Rate ISDN  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Business  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Centrex  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Centrex 21  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Line Sharing  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Line Splitting  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours PBX  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours Residence  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours UNE - P (POTS)  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours UNE P (Centrex 21)  Parity | Parity |
| MR-4A | All Troubles Cleared within 48 Hours UNE P (Centrex)  Parity | Parity |
| MR-4B | All Troubles Cleared within 48 Hours Business  Parity | Parity |
| MR-4B | All Troubles Cleared within 48 Hours Centrex 21  Parity | Parity |
| MR-4B | All Troubles Cleared within 48 Hours PBX  Parity | Parity |
| MR-4B | All Troubles Cleared within 48 Hours Residence  Parity | Parity |
| MR-4B | All Troubles Cleared within 48 Hours UNE - P (POTS)  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours Business  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours Centrex 21  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours Line Sharing  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours Line Splitting  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours Residence  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours UNE - P (POTS)  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours UNE P (Centrex 21)  Parity | Parity |
| MR-4C | All Troubles Cleared within 48 Hours UNE P (Centrex)  Parity | Parity |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified  Parity | Parity |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi  Parity | Parity |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop Analog  Parity | Parity |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable  Parity | Parity |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified  Parity | Parity |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi  Parity | Parity |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop Analog  Parity | Parity |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours DS0  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours DS1  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic |
| MR-5A | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours LIS Trunk  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours UDIT Above DS1 Level  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours UDIT DS1  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity |
| MR-5A | All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours DS1  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours E911  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours ISDN Primary  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours LIS Trunk  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours UDIT Above DS1 Level  Parity | Parity |
| MR-5B | All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable  Parity | Parity |
| MR-6A | Mean Time to Restore Basic Rate ISDN  Parity | Parity |
| MR-6A | Mean Time to Restore Business  Parity | Parity |
| MR-6A | Mean Time to Restore Centrex  Parity | Parity |
| MR-6A | Mean Time to Restore Centrex 21  Parity | Parity |
| MR-6A | Mean Time to Restore Line Sharing  Parity | Parity |
| MR-6A | Mean Time to Restore Line Splitting  Parity | Parity |
| MR-6A | Mean Time to Restore PBX  Parity | Parity |
| MR-6A | Mean Time to Restore Residence  Parity | Parity |
| MR-6A | Mean Time to Restore UNE - P (POTS)  Parity | Parity |
| MR-6A | Mean Time to Restore UNE P (Centrex 21)  Parity | Parity |

| | | | |
|---|---|---|---|
| MR-6A | Mean Time to Restore UNE P (Centrex) | Parity | Parity |
| MR-6B | Mean Time to Restore Business | Parity | Parity |
| MR-6B | Mean Time to Restore Centrex 21 | Parity | Parity |
| MR-6B | Mean Time to Restore PBX | Parity | Parity |
| MR-6B | Mean Time to Restore Residence | Parity | Parity |
| MR-6B | Mean Time to Restore UNE - P (POTS) | Parity | Parity |
| MR-6C | Mean Time to Restore Business | Parity | Parity |
| MR-6C | Mean Time to Restore Centrex 21 | Parity | Parity |
| MR-6C | Mean Time to Restore Line Sharing | Parity | Parity |
| MR-6C | Mean Time to Restore Line Splitting | Parity | Parity |
| MR-6C | Mean Time to Restore Residence | Parity | Parity |
| MR-6C | Mean Time to Restore UNE - P (POTS) | Parity | Parity |
| MR-6C | Mean Time to Restore UNE P (Centrex 21) | Parity | Parity |
| MR-6C | Mean Time to Restore UNE P (Centrex) | Parity | Parity |
| MR-6D | Mean Time to Restore Dark Fiber - IOF | Parity | Parity |
| MR-6D | Mean Time to Restore Dark Fiber - Loop | Parity | Parity |
| MR-6D | Mean Time to Restore DS0 | Parity | Parity |
| MR-6D | Mean Time to Restore DS1 | Parity | Parity |
| MR-6D | Mean Time to Restore Enhanced Extended Loops - DS0 Capable | Diagnostic | Diagnostic |
| MR-6D | Mean Time to Restore Enhanced Extended Loops - DS1 Capable | Parity | Parity |
| MR-6D | Mean Time to Restore LIS Trunk | Parity | Parity |
| MR-6D | Mean Time to Restore UDIT Above DS1 Level | Parity | Parity |
| MR-6D | Mean Time to Restore UDIT DS1 | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop - ADSL Qualified | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop - DS1 Capable | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop - XDSLi | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop Analog | Parity | Parity |
| MR-6D | Mean Time to Restore Unbundled Loop ISDN Capable | Parity | Parity |
| MR-6E | Mean Time to Restore Dark Fiber - IOF | Parity | Parity |
| MR-6E | Mean Time to Restore Dark Fiber - Loop | Parity | Parity |
| MR-6E | Mean Time to Restore DS1 | Parity | Parity |
| MR-6E | Mean Time to Restore E911 | Parity | Parity |
| MR-6E | Mean Time to Restore Enhanced Extended Loops - DS1 Capable | Parity | Parity |
| MR-6E | Mean Time to Restore ISDN Primary | Parity | Parity |
| MR-6E | Mean Time to Restore LIS Trunk | Parity | Parity |
| MR-6E | Mean Time to Restore UDIT Above DS1 Level | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop - ADSL Qualified | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop - DS1 Capable | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop - XDSLi | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop Analog | Parity | Parity |
| MR-6E | Mean Time to Restore Unbundled Loop ISDN Capable | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Basic Rate ISDN | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Business | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Centrex | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Centrex 21 | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Line Sharing | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Line Splitting | Parity | Parity |
| MR-7A | Repair Repeat Report Rate PBX | Parity | Parity |
| MR-7A | Repair Repeat Report Rate Residence | Parity | Parity |
| MR-7A | Repair Repeat Report Rate UNE - P (POTS) | Parity | Parity |
| MR-7A | Repair Repeat Report Rate UNE P (Centrex 21) | Parity | Parity |
| MR-7A | Repair Repeat Report Rate UNE P (Centrex) | Parity | Parity |
| MR-7B | Repair Repeat Report Rate Business | Parity | Parity |
| MR-7B | Repair Repeat Report Rate Centrex 21 | Parity | Parity |
| MR-7B | Repair Repeat Report Rate PBX | Parity | Parity |
| MR-7B | Repair Repeat Report Rate Residence | Parity | Parity |
| MR-7B | Repair Repeat Report Rate UNE - P (POTS) | Parity | Parity |
| MR-7C | Repair Repeat Report Rate Business | Parity | Parity |
| MR-7C | Repair Repeat Report Rate Centrex 21 | Parity | Parity |
| MR-7C | Repair Repeat Report Rate Line Sharing | Parity | Parity |
| MR-7C | Repair Repeat Report Rate Line Splitting | Parity | Parity |
| MR-7C | Repair Repeat Report Rate Residence | Parity | Parity |
| MR-7C | Repair Repeat Report Rate UNE - P (POTS) | Parity | Parity |
| MR-7C | Repair Repeat Report Rate UNE P (Centrex 21) | Parity | Parity |
| MR-7C | Repair Repeat Report Rate UNE P (Centrex) | Parity | Parity |
| MR-7D | Repair Repeat Report Rate Dark Fiber - IOF | Parity | Parity |
| MR-7D | Repair Repeat Report Rate Dark Fiber - Loop | Parity | Parity |
| MR-7D | Repair Repeat Report Rate DS0 | Parity | Parity |
| MR-7D | Repair Repeat Report Rate DS1 | Parity | Parity |
| MR-7D | Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable | Diagnostic | Diagnostic |
| MR-7D | Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable | Parity | Parity |

| | | | |
|---|---|---|---|
| MR-7D | Repair Repeat Report Rate LIS Trunk  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate UDIT Above DS1 Level  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate UDIT DS1  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - ADSL Qualified  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - DS1 Capable  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - XDSLi  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop Analog  Parity | Parity | |
| MR-7D | Repair Repeat Report Rate Unbundled Loop ISDN Capable  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Dark Fiber - IOF  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Dark Fiber - Loop  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate DS1  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate E911  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate ISDN Primary  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate LIS Trunk  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate UDIT Above DS1 Level  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - ADSL Qualified  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - DS1 Capable  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - XDSLi  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop Analog  Parity | Parity | |
| MR-7E | Repair Repeat Report Rate Unbundled Loop ISDN Capable  Parity | Parity | |
| MR-8 | Trouble Rate Basic Rate ISDN  Parity | Parity | |
| MR-8 | Trouble Rate Business  Parity | Parity | |
| MR-8 | Trouble Rate Centrex  Parity | Parity | |
| MR-8 | Trouble Rate Centrex 21  Parity | Parity | |
| MR-8 | Trouble Rate Dark Fiber - IOF  Diagnostic | Diagnostic | |
| MR-8 | Trouble Rate Dark Fiber - Loop  Diagnostic | Diagnostic | |
| MR-8 | Trouble Rate DS0  Parity | Parity | |
| MR-8 | Trouble Rate DS1  Parity | Parity | |
| MR-8 | Trouble Rate DS3  Parity | Parity | |
| MR-8 | Trouble Rate E911  Parity | Parity | |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic | |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS1 Capable  Parity | Parity | |
| MR-8 | Trouble Rate Enhanced Extended Loops - DS3 Capable  Diagnostic | Diagnostic | |
| MR-8 | Trouble Rate Frame Relay  Parity | Parity | |
| MR-8 | Trouble Rate ISDN Primary  Parity | Parity | |
| MR-8 | Trouble Rate Line Sharing  Parity | Parity | |
| MR-8 | Trouble Rate Line Splitting  Parity | Parity | |
| MR-8 | Trouble Rate LIS Trunk  Parity | Parity | |
| MR-8 | Trouble Rate PBX  Parity | Parity | |
| MR-8 | Trouble Rate Residence  Parity | Parity | |
| MR-8 | Trouble Rate Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| MR-8 | Trouble Rate UDIT Above DS1 Level  Parity | Parity | |
| MR-8 | Trouble Rate UDIT DS1  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop - ADSL Qualified  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop - DS1 Capable  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop - XDSLi  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop Analog  Parity | Parity | |
| MR-8 | Trouble Rate Unbundled Loop ISDN Capable  Parity | Parity | |
| MR-8 | Trouble Rate UNE - P (POTS)  Parity | Parity | |
| MR-8 | Trouble Rate UNE P (Centrex 21)  Parity | Parity | |
| MR-8 | Trouble Rate UNE P (Centrex)  Parity | Parity | |
| MR-9A | Repair Appointments Met Business  Parity | Parity | |
| MR-9A | Repair Appointments Met Centrex  Parity | Parity | |
| MR-9A | Repair Appointments Met Centrex 21  Parity | Parity | |
| MR-9A | Repair Appointments Met PBX  Parity | Parity | |
| MR-9A | Repair Appointments Met Residence  Parity | Parity | |
| MR-9A | Repair Appointments Met UNE - P (POTS)  Parity | Parity | |
| MR-9B | Repair Appointments Met Business  Parity | Parity | |
| MR-9B | Repair Appointments Met Centrex 21  Parity | Parity | |
| MR-9B | Repair Appointments Met PBX  Parity | Parity | |
| MR-9B | Repair Appointments Met Residence  Parity | Parity | |
| MR-9B | Repair Appointments Met UNE - P (POTS)  Parity | Parity | |
| MR-9C | Repair Appointments Met Business  Parity | Parity | |
| MR-9C | Repair Appointments Met Centrex 21  Parity | Parity | |
| MR-9C | Repair Appointments Met Residence  Parity | Parity | |
| MR-9C | Repair Appointments Met UNE - P (POTS)  Parity | Parity | |
| NI-1A | Trunk Blockage to Qwest Tandem Offices LIS Trunk  Parity  0.01 | Parity | 0.01 |
| NI-1B | Trunk Blockage to Qwest End Offices LIS Trunk  Parity  0.01 | Parity | 0.01 |

| Measure | Description | Type | Value |
|---|---|---|---|
| NI-1C | Trunk Blockage to Qwest Tandem Offices LIS Trunk  Diagnostic | Diagnostic | |
| NI-1D | Trunk Blockage to Qwest End Offices LIS Trunk  Diagnostic | Diagnostic | |
| OP-13A | Coordinated Cuts Completed on Time Unbundled Loop - Analog  Benchmark 0.95 | Benchmark | 0.95 |
| OP-13A | Coordinated Cuts Completed on Time Unbundled Loop Other  Benchmark 0.95 | Benchmark | 0.95 |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog  Diagnostic | Diagnostic | |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other  Diagnostic | Diagnostic | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Business  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic | Diagnostic | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Line Splitting  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Residence  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - ADSL Qualified  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop Analog  Parity | Parity | |
| OP-15A | Interval for Pending Orders Delayed Past Due Date UNE - P (POTS)  Parity | Parity | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Business  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Line Splitting  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Residence  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog  Diagnostic | Diagnostic | |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS)  Diagnostic | Diagnostic | |
| OP-17A | Timeliness of Disconnects associated with LNP Orders LNP  Benchmark 0.9825 | Benchmark | 0.9825 |
| OP-17B | Timeliness of Disconnects associated with LNP Orders LNP  Diagnostic | Diagnostic | |
| OP-2 | Calls Answered within Twenty Seconds - Interconnect Provisioning Center    Parity | Parity | |
| OP-3A | Installation Commitments Met Business  Parity | Parity | |
| OP-3A | Installation Commitments Met Line Splitting  Benchmark 0.95 | Benchmark | 0.95 |
| OP-3A | Installation Commitments Met Residence  Parity | Parity | |
| OP-3A | Installation Commitments Met UNE - P (POTS)  Parity | Parity | |
| OP-3A | Installation Commitments Met UNE P (Centrex)  Parity | Parity | |
| OP-3B | Installation Commitments Met Business  Parity | Parity | |
| OP-3B | Installation Commitments Met Residence  Parity | Parity | |
| OP-3B | Installation Commitments Met Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| OP-3B | Installation Commitments Met UNE - P (POTS)  Parity | Parity | |
| OP-3C | Installation Commitments Met Business  Parity | Parity | |
| OP-3C | Installation Commitments Met Centrex  Parity | Parity | |
| OP-3C | Installation Commitments Met Line Splitting  Benchmark 0.95 | Benchmark | 0.95 |
| OP-3C | Installation Commitments Met PBX  Parity | Parity | |
| OP-3C | Installation Commitments Met Residence  Parity | Parity | |
| OP-3C | Installation Commitments Met UNE - P (POTS)  Parity | Parity | |
| OP-3D | Installation Commitments Met Basic Rate ISDN  Parity | Parity | |
| OP-3D | Installation Commitments Met Dark Fiber - IOF  Diagnostic | Diagnostic | |
| OP-3D | Installation Commitments Met DS0  Parity | Parity | |
| OP-3D | Installation Commitments Met E911  Parity | Parity | |
| OP-3D | Installation Commitments Met Enhanced Extended Loops - DS0 Capable  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Enhanced Extended Loops - DS1 Capable  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Enhanced Extended Loops - DS3 Capable  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met ISDN Primary  Parity | Parity | |
| OP-3D | Installation Commitments Met LIS Trunk  Parity | Parity | |
| OP-3D | Installation Commitments Met PBX  Parity | Parity | |
| OP-3D | Installation Commitments Met UDIT Above DS1 Level  Parity | Parity | |
| OP-3D | Installation Commitments Met UDIT DS1  Parity | Parity | |
| OP-3D | Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| OP-3D | Installation Commitments Met Unbundled Loop - ADSL Qualified  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-3D | Installation Commitments Met Unbundled Loop - DS3 Capable  Parity | Parity | |
| OP-3D | Installation Commitments Met Unbundled Loop - XDSLi  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Unbundled Loop Analog  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Unbundled Loop Conditioned  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3D | Installation Commitments Met Unbundled Loop ISDN Capable  Parity | Parity | |
| OP-3E | Installation Commitments Met Basic Rate ISDN  Parity | Parity | |
| OP-3E | Installation Commitments Met E911  Parity | Parity | |
| OP-3E | Installation Commitments Met Enhanced Extended Loops - DS1 Capable  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Enhanced Extended Loops - DS3 Capable  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Frame Relay  Parity | Parity | |
| OP-3E | Installation Commitments Met LIS Trunk  Parity | Parity | |
| OP-3E | Installation Commitments Met PBX  Parity | Parity | |
| OP-3E | Installation Commitments Met UDIT Above DS1 Level  Parity | Parity | |
| OP-3E | Installation Commitments Met UDIT DS1  Parity | Parity | |
| OP-3E | Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded  Benchmark 0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop - ADSL Qualified  Benchmark 0.9 | Benchmark | 0.9 |

| Code | Description | Type | Value |
|---|---|---|---|
| OP-3E | Installation Commitments Met Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-3E | Installation Commitments Met Unbundled Loop - XDSLi  Benchmark  0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop Analog  Benchmark  0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop Conditioned  Benchmark  0.9 | Benchmark | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop ISDN Capable  Parity | Parity | |
| OP-4A | Installation Interval Business  Parity | Parity | |
| OP-4A | Installation Interval Line Splitting  Benchmark  3.3 | Benchmark | 3.3 |
| OP-4A | Installation Interval Residence  Parity | Parity | |
| OP-4A | Installation Interval UNE - P (POTS)  Parity | Parity | |
| OP-4B | Installation Interval Business  Parity | Parity | |
| OP-4B | Installation Interval Residence  Parity | Parity | |
| OP-4B | Installation Interval Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| OP-4B | Installation Interval UNE - P (POTS)  Parity | Parity | |
| OP-4C | Installation Interval Business  Parity | Parity | |
| OP-4C | Installation Interval Centrex  Parity | Parity | |
| OP-4C | Installation Interval Line Splitting  Benchmark  3.3 | Benchmark | 3.3 |
| OP-4C | Installation Interval Residence  Parity | Parity | |
| OP-4C | Installation Interval UNE - P (POTS)  Parity | Parity | |
| OP-4D | Installation Interval Basic Rate ISDN  Parity | Parity | |
| OP-4D | Installation Interval Dark Fiber - IOF  Diagnostic | Diagnostic | |
| OP-4D | Installation Interval DS0  Parity | Parity | |
| OP-4D | Installation Interval Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic | |
| OP-4D | Installation Interval Enhanced Extended Loops - DS1 Capable  Benchmark  6 | Benchmark | 6 |
| OP-4D | Installation Interval Enhanced Extended Loops - DS3 Capable  Diagnostic | Diagnostic | |
| OP-4D | Installation Interval ISDN Primary  Parity | Parity | |
| OP-4D | Installation Interval LIS Trunk  Parity | Parity | |
| OP-4D | Installation Interval PBX  Parity | Parity | |
| OP-4D | Installation Interval UDIT Above DS1 Level  Parity | Parity | |
| OP-4D | Installation Interval Unbundled Loop - 2 Wire Non-Loaded  Benchmark  6 | Benchmark | 6 |
| OP-4D | Installation Interval Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| OP-4D | Installation Interval Unbundled Loop - ADSL Qualified  Benchmark  6 | Benchmark | 6 |
| OP-4D | Installation Interval Unbundled Loop - DS1 Capable  Benchmark  5.5 | Benchmark | 5.5 |
| OP-4D | Installation Interval Unbundled Loop - DS3 Capable  Parity | Parity | |
| OP-4D | Installation Interval Unbundled Loop - XDSLi  Benchmark  6 | Benchmark | 6 |
| OP-4D | Installation Interval Unbundled Loop Analog  Benchmark  6 | Benchmark | 6 |
| OP-4D | Installation Interval Unbundled Loop Conditioned  Benchmark  15 | Benchmark | 15 |
| OP-4D | Installation Interval Unbundled Loop ISDN Capable  Parity | Parity | |
| OP-4E | Installation Interval Basic Rate ISDN  Parity | Parity | |
| OP-4E | Installation Interval E911  Parity | Parity | |
| OP-4E | Installation Interval Enhanced Extended Loops - DS1 Capable  Benchmark  6 | Benchmark | 6 |
| OP-4E | Installation Interval LIS Trunk  Parity | Parity | |
| OP-4E | Installation Interval PBX  Parity | Parity | |
| OP-4E | Installation Interval Unbundled Loop - 2 Wire Non-Loaded  Benchmark  6 | Benchmark | 6 |
| OP-4E | Installation Interval Unbundled Loop - ADSL Qualified  Benchmark  6 | Benchmark | 6 |
| OP-4E | Installation Interval Unbundled Loop - DS1 Capable  Benchmark  5.5 | Benchmark | 5.5 |
| OP-4E | Installation Interval Unbundled Loop - XDSLi  Benchmark  6 | Benchmark | 6 |
| OP-4E | Installation Interval Unbundled Loop Analog  Benchmark  6 | Benchmark | 6 |
| OP-4E | Installation Interval Unbundled Loop Conditioned  Benchmark  15 | Benchmark | 15 |
| OP-4E | Installation Interval Unbundled Loop ISDN Capable  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Basic Rate ISDN  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Business  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Centrex  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Dark Fiber - IOF  Diagnostic | Diagnostic | |
| OP-5A | New Service Installation Quality Reported to Repair DS0  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair E911  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic | |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable  Diagnostic | Diagnostic | |
| OP-5A | New Service Installation Quality Reported to Repair Frame Relay  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair ISDN Primary  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Line Splitting  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair LIS Trunk  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair PBX  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Residence  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| OP-5A | New Service Installation Quality Reported to Repair UDIT Above DS1 Level  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair UDIT DS1  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - 4 Wire Non-Loaded  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - DS3 Capable  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - XDSLi  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop Analog  Parity | Parity | |

| | | | |
|---|---|---|---|
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop ISDN Capable  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair UNE - P (POTS)  Parity | Parity | |
| OP-5A | New Service Installation Quality Reported to Repair UNE P (Centrex)  Parity | Parity | |
| OP-5B | New Service Provisioning Quality Basic Rate ISDN  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Business  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Centrex  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality DS0  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Enhanced Extended Loops - DS0 Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Enhanced Extended Loops - DS3 Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Frame Relay  Diagnostic | Diagnostic | |
| OP-5B | New Service Provisioning Quality ISDN Primary  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Line Splitting  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality PBX  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Residence  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| OP-5B | New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop - 4 Wire Non-Loaded  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop - ADSL Qualified  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop - DS1 Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop - DS3 Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop - XDSLi  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop Analog  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality Unbundled Loop ISDN Capable  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality UNE - P (POTS)  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5B | New Service Provisioning Quality UNE P (Centrex)  Benchmark  0.965 | Benchmark | 0.965 |
| OP-5R | New Service Quality Multiple Report Rate Business  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Dark Fiber - IOF  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate DS0  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Enhanced Extended Loops - DS1 Capable  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Residence  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Unbundled Loop - 2 Wire Non-Loaded  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Unbundled Loop - DS1 Capable  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Unbundled Loop Analog  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate Unbundled Loop ISDN Capable  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate UNE - P (POTS)  Diagnostic | Diagnostic | |
| OP-5R | New Service Quality Multiple Report Rate UNE P (Centrex)  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Basic Rate ISDN  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Business  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Centrex  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total DS0  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Enhanced Extended Loops - DS0 Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Enhanced Extended Loops - DS1 Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Enhanced Extended Loops - DS3 Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Frame Relay  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total ISDN Primary  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Line Splitting  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total PBX  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Residence  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Sub-Loop Unbundling  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - 2 Wire Non-Loaded  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - 4 Wire Non-Loaded  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - ADSL Qualified  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - DS1 Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - DS3 Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop - XDSLi  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop Analog  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total Unbundled Loop ISDN Capable  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total UNE - P (POTS)  Diagnostic | Diagnostic | |
| OP-5T | New Service Installation Quality Total UNE P (Centrex)  Diagnostic | Diagnostic | |
| OP-6A-1 | Delayed Days for Non-Facility Reasons Line Splitting  Parity | Parity | |
| OP-6A-1 | Delayed Days for Non-Facility Reasons UNE - P (POTS)  Parity | Parity | |
| OP-6A-2 | Delayed Days for Non-Facility Reasons UNE - P (POTS)  Parity | Parity | |
| OP-6A-3 | Delayed Days for Non-Facility Reasons Business  Parity | Parity | |
| OP-6A-3 | Delayed Days for Non-Facility Reasons Residence  Parity | Parity | |
| OP-6A-3 | Delayed Days for Non-Facility Reasons UNE - P (POTS)  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons LIS Trunk  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - XDSLi  Parity | Parity | |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop Analog  Parity | Parity | |

| | | Type | Value |
|---|---|---|---|
| OP-6A-5 | Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable  Parity | Parity | |
| OP-6A-5 | Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-6A-5 | Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-6A-5 | Delayed Days for Non-Facility Reasons Unbundled Loop Analog  Parity | Parity | |
| OP-6B-1 | Delayed Days for Facility Reasons Business  Parity | Parity | |
| OP-6B-1 | Delayed Days for Facility Reasons Residence  Parity | Parity | |
| OP-6B-1 | Delayed Days for Facility Reasons UNE - P (POTS)  Parity | Parity | |
| OP-6B-4 | Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-6B-4 | Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified  Parity | Parity | |
| OP-6B-4 | Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-6B-4 | Delayed Days for Facility Reasons Unbundled Loop Analog  Parity | Parity | |
| OP-6B-5 | Delayed Days for Facility Reasons Enhanced Extended Loops - DS1 Capable  Diagnostic | Diagnostic | |
| OP-6B-5 | Delayed Days for Facility Reasons UDIT Above DS1 Level  Parity | Parity | |
| OP-6B-5 | Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded  Parity | Parity | |
| OP-6B-5 | Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified  Parity | Parity | |
| OP-6B-5 | Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable  Parity | Parity | |
| OP-6B-5 | Delayed Days for Facility Reasons Unbundled Loop Analog  Parity | Parity | |
| OP-7 | OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop - Analog  Diagnostic | Diagnostic | |
| OP-7 | OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop Other  Diagnostic | Diagnostic | |
| OP-8B | Number Portability Timeliness LNP  Benchmark  0.95 | Benchmark | 0.95 |
| OP-8C | Percentage of LNP Triggers Set Prior to the Frame Due Time LNP  Benchmark  0.95 | Benchmark | 0.95 |
| OS-1 | Speed of Answer - Operator Services    Parity by Design | Parity by Design | |
| PO-15 | Number of Due Date Changes per Order All  Parity | Parity | |
| PO-16 | Timely Release Notifications    Benchmark  0.925 | Benchmark | 0.925 |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML IMA_SATE_XML  Benchmark  0.95 | Benchmark | 0.95 |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 23.0  Diagnostic | Diagnostic | |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 24.0  Diagnostic | Diagnostic | |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 25.0  Diagnostic | Diagnostic | |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 26.0  Diagnostic | Diagnostic | |
| PO-19A | Stand-Alone Test Environment (SATE) Accuracy XML Rel. VICKI  Diagnostic | Diagnostic | |
| PO-19B | Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML  Benchmark  0.95 | Benchmark | 0.95 |
| PO-1A-1 Total | Pre-Order Response Times (Appt. Scheduler) IMA Aggregate  Benchmark  10 | Benchmark | 10 |
| PO-1A-1(a) | Pre-Order Response Times (Appt. Scheduler) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-1(b,c) | Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept  Diagnostic | Diagnostic | |
| PO-1A-10 Total | Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate  Benchmark  30 | Benchmark | 30 |
| PO-1A-10(a) | Pre-Order Response Times (Meet Point Inquiry) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-10(b) | Pre-Order Response Times (Meet Point Inquiry) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-2 Total | Pre-Order Response Times (Service Availability) IMA Aggregate  Benchmark  25 | Benchmark | 25 |
| PO-1A-2(a) | Pre-Order Response Times (Service Availability) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-2(b) | Pre-Order Response Times (Service Availability) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-3 Total | Pre-Order Response Times (Facility Check) IMA Aggregate  Benchmark  25 | Benchmark | 25 |
| PO-1A-3(a) | Pre-Order Response Times (Facility Check) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-3(b) | Pre-Order Response Times (Facility Check) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-4 Total | Pre-Order Response Times (Address Validation) IMA Aggregate  Benchmark  10 | Benchmark | 10 |
| PO-1A-4(a) | Pre-Order Response Times (Address Validation) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-4(b) | Pre-Order Response Times (Address Validation) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-5 Total | Pre-Order Response Times (Get CSR) IMA Aggregate  Benchmark  12.5 | Benchmark | 12.5 |
| PO-1A-5(a) | Pre-Order Response Times (Get CSR) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-5(b) | Pre-Order Response Times (Get CSR) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-6 Total | Pre-Order Response Times (TN Reservation) IMA Aggregate  Benchmark  10 | Benchmark | 10 |
| PO-1A-6(a) | Pre-Order Response Times (TN Reservation) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-6(b) | Pre-Order Response Times (TN Reservation) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-6(c) | Pre-Order Response Times (TN Reservation) IMA Accept  Diagnostic | Diagnostic | |
| PO-1A-7 Total | Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate  Benchmark  20 | Benchmark | 20 |
| PO-1A-7(a) | Pre-Order Response Times (Loop Qualification Tools) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-7(b) | Pre-Order Response Times (Loop Qualification Tools) IMA Response  Diagnostic | Diagnostic | |
| PO-1A-9 Total | Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate  Benchmark  25 | Benchmark | 25 |
| PO-1A-9(a) | Pre-Order Response Times (Connecting Facility Assignment) IMA Request  Diagnostic | Diagnostic | |
| PO-1A-9(b) | Pre-Order Response Times (Connecting Facility Assignment) IMA Response  Diagnostic | Diagnostic | |
| PO-1X-1 | Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response  Benchmark  10 | Benchmark | 10 |
| PO-1X-10 | Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response  Benchmark  30 | Benchmark | 30 |
| PO-1X-2 | Pre-Order Response Times (Service Availability XML) XML Request/Response  Benchmark  25 | Benchmark | 25 |
| PO-1X-3 | Pre-Order Response Times (Facility Check XML) XML Request/Response  Benchmark  25 | Benchmark | 25 |
| PO-1X-4 | Pre-Order Response Times (Address Validation XML) XML Request/Response  Benchmark  10 | Benchmark | 10 |
| PO-1X-5 | Pre-Order Response Times (Get CSR XML) XML Request/Response  Benchmark  12.5 | Benchmark | 12.5 |
| PO-1X-6 | Pre-Order Response Times (TN Reservation XML) XML Request/Response  Benchmark  10 | Benchmark | 10 |
| PO-1X-7 | Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response  Benchmark  20 | Benchmark | 20 |
| PO-1X-9 | Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response  Benchmark | Benchmark | 25 |
| PO-20 | Manual Service Order Accuracy Resale & UNE-P (POTS)  Benchmark  0.95 | Benchmark | 0.95 |
| PO-20 | Manual Service Order Accuracy Unbundled Loops  Benchmark  0.95 | Benchmark | 0.95 |
| PO-2A | Electronic Flow-through for LSRs received via IMA LNP  Diagnostic | Diagnostic | |
| PO-2A | Electronic Flow-through for LSRs received via IMA Resale Aggregate W/O UNE-P-POTS  Diagnostic | Diagnostic | |
| PO-2A | Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate  Diagnostic | Diagnostic | |
| PO-2A | Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG)  Diagnostic | Diagnostic | |

| Measure | Description | Type | Value |
|---|---|---|---|
| PO-2B | Electronic Flow-through for all eligible LSRs Received via IMA LNP  Benchmark  0.95 | Benchmark | 0.95 |
| PO-2B | Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS  Bencl | Benchmark | 0.95 |
| PO-2B | Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate  Benchmark  0.8 | Benchmark | 0.85 |
| PO-2B | Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG)  Benchmark  0.95 | Benchmark | 0.95 |
| PO-3C | LSR Rejection Notice Interval for Manual and IIS Product Aggregate  Benchmark  1 | Benchmark | 1 |
| PO-3X | LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate  Benchmark  0.5 | Benchmark | 0.5 |
| PO-4A-1 | LSRs Rejected for IMA - Rejected Manually Product Aggregate  Diagnostic | Diagnostic | |
| PO-4A-2 | LSRs Rejected for IMA - Auto-Rejected Product Aggregate  Diagnostic | Diagnostic | |
| PO-4C | LSRs Received via Facsimile Product Aggregate  Diagnostic | Diagnostic | |
| PO-5A-(a) | FOCs On Time for Fully Electronic LSRs Received Via IMA Resale Aggregate  Benchmark  0.95 | Benchmark | 0.95 |
| PO-5A-(b) | FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate  Benchmark  0.9 | Benchmark | 0.95 |
| PO-5A-(c) | FOCs On Time for Fully Electronic LSRs Received Via IMA LNP  Benchmark  0.95 | Benchmark | 0.95 |
| PO-5B-(a) | FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate  Benchmark  0.9 | Benchmark | 0.9 |
| PO-5B-(b) | FOCs On Time For Electronic/Manual LSRs Received Via IMA Unbundled Loop AGG-EELs  Benchmark | Benchmark | 0.9 |
| PO-5B-(c) | FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP  Benchmark  0.9 | Benchmark | 0.9 |
| PO-5C-(a) | FOCs on Time for Manual Resale Aggregate  Benchmark  0.9 | Benchmark | 0.9 |
| PO-5C-(b) | FOCs on Time for Manual Unbundled Loop AGG-EELs  Benchmark  0.9 | Benchmark | 0.9 |
| PO-5C-(c) | FOCs on Time for Manual LNP  Benchmark  0.9 | Benchmark | 0.9 |
| PO-5D | Firm Order Confirmations (FOCs) On Time LIS Trunk  Benchmark  0.85 | Benchmark | 0.85 |
| PO-6 | Work Completion Notification Timeliness All  Benchmark  0.25 | Benchmark | 0.25 |
| PO-7X,C | Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All  Parity | Parity | |
| PO-8A | Jeopardy Notice Interval Non-Designed Services  Parity | Parity | |
| PO-8B | Jeopardy Notice Interval Unbundled Loops and Number Portability  Parity | Parity | |
| PO-8D | Jeopardy Notice Interval UNE - P (POTS)  Parity | Parity | |
| PO-9A | Timely Jeopardy Notices Non-Designed Services  Parity | Parity | |
| PO-9B | Timely Jeopardy Notices Unbundled Loops and Number Portability  Parity | Parity | |
| PO-9C | Timely Jeopardy Notices LIS Trunk  Parity | Parity | |
| PO-9D | Timely Jeopardy Notices UNE - P (POTS)  Parity | Parity | |

| PID | Format | PID | Format | PID | Format |
|-----|--------|-----|--------|-----|--------|
| BI-1A | Days | MR-10 | Percent | PO-15 | Number |
| BI-1B | Percent | MR-11 | Percent | PO-16 | Percent |
| BI-1C-1 | Days | MR-2 | Percent | PO-19 | Percent |
| BI-1C-2 | Days | MR-3 | Percent | PO-1A | Seconds |
| BI-2 | Percent | MR-4 | Percent | PO-1X | Seconds |
| BI-3 | Percent | MR-5 | Percent | PO-20 | Percent |
| BI-4 | Percent | MR-6 | HrsMins | PO-2 | Percent |
| BI-5 | Percent | MR-7 | Percent | | |
| CP-1 | Days | MR-8 | Percent | PO-3A-1 | HrsMins |
| CP-2 | Percent | MR-9 | Percent | PO-3A-2 | MinsSecs |
| CP-3 | Days | NI-1 | Percent | PO-3B-1 | HrsMins |
| CP-4 | Percent | NP-1 | Percent | PO-3B-2 | MinsSecs |
| DA-1 | Seconds | OP-13 | Percent | PO-3C | HrsMins |
| DB-1A | HrsMins | OP-15 | Number | PO-3X | HrsMins |
| DB-1B | Seconds | OP-17 | Percent | PO-4 | Percent |
| DB-1C | Seconds | OP-2 | Percent | PO-5 | Percent |
| DB-2 | Percent | OP-3 | Percent | PO-6 | HrsMins |
| GA-1 | Percent | OP-4 | Days | | |
| GA-2 | Percent | OP-5 | Percent | PO-7 | Percent |
| GA-3 | Percent | OP-6 | Days | PO-8 | Days |
| GA-4 | Percent | OP-7 | HrsMins | PO-9 | Percent |
| GA-6 | Percent | OP-8 | Percent | | |
| GA-7 | Percent | OS-1 | Seconds | | |